

**OX & RUD LIFTING SOLUTIONS, SL** (hereinafter **OX & RUD**) is a family business dedicated to the design and manufacture of lifting and machinery movement products. Committed to society and customer loyalty, management is committed to following the guidelines defined in our **Quality Management System (QMS) ISO 9001:2015, ISO 3834-2:2016, DNV GL-ST-0377 and 0378 to ensure the satisfaction of all stakeholders, considering the context of the company** and assessing risks and opportunities.

To ensure the achievement of the objectives of this Policy, the Management of **OX & RUD** is committed to complying with and enforcing all the concepts defined in our Quality Management System (hereinafter **QMS**) and in the development of its production processes, with the aim of achieving the satisfaction of all interested parties. In addition, it considers the context of the company and evaluates the risks and opportunities.

**Mission.** To design and manufacture lifting and machinery movement products that meet the needs of our customers, complying with the highest standards of quality and safety.

**Vision.** To become a benchmark company in the lifting and machinery handling solutions sector, recognised for the quality of its products and its commitment to its customers.

**Values.** Commitment to quality and safety, a pleasant working environment, creativity and innovation, respect for materials, teamwork and collaboration, integrity, professional ethics and equality.

To achieve this, the following principles have been defined in relation to the Quality Objectives:

- Assume the responsibility and obligation to establish quality management as the ultimate goal of our daily work, and promote its continuous improvement.
- Having a clear commitment to our clients and focusing on meeting their needs, ensuring their satisfaction and that we meet the required requirements.
- Establish useful and company-compatible indicators to evaluate the QMS and carry out systematic monitoring to ensure that we achieve the expected results.
- Mistakes should not be a cause of shame, but rather opportunities to learn and continually improve. We move from a passive attitude of correcting errors to an active attitude of preventing them before they appear.
- Monitor and evaluate customer satisfaction in relation to the services we provide, with the aim of identifying new areas for improvement.
- Comply with the laws and regulations affecting **OX & RUD**, as well as any other requirements that apply to our activities and services.
- Establish annual improvement plans to ensure the continued effectiveness of the management system and its continuous improvement.
- Train and inform all our suppliers and collaborators so that they always apply these principles, as well as make them aware of the importance of their work for the satisfaction of our clients and for the identification and establishment of improvement actions.

This Quality Policy is communicated to all school staff and external collaborators who work on our behalf or those interested. Likewise, this Policy will be periodically reviewed by the **OX & RUD Management** in order to verify that it is appropriate for the activity we carry out.

**CEO**  
Rubén Blasco



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