

1. QUALITY POLICY

LANDER's Quality Policy is fundamentally aimed at meeting the needs of our customers, shareholders and employees. For this, we work on the basis of the following principles:

- The Quality Policy comes from the management, which is involved in its processes, establishing the objectives and making available the resources necessary to achieve them.
- Achieving customer satisfaction and building their trust in us, increasing their loyalty for new projects.
- Generating a dynamic in the company based on coordinated marketing:
 - Directing the work of each member of the organisation toward meeting the requirements and expectations of the customer.
 - Transmitting to each member of the organisation how their task fits within the overall context of the project, in order to demonstrate the importance of their work and obtain their active involvement, their contributions and suggestions for improvement.
- Providing the members of the organisation with a good working environment, sufficient resources to carry out their work and jobs that generate their motivation, satisfaction and professional growth.
- Promoting continuous improvement in our processes, products and services.
- Contributing through our products to saving environmental costs by reducing the hours of training involving the use of real vehicles.

The Management

23-04-2018