

Quality Policy

Achilles South Europe, S.L. (hereafter referred to as Achilles) commits to customer focus and the achievement of customer satisfaction, by ensuring that staff understand customers' needs and requirements and the regulatory environment within which they operate, and in doing so provides a basis for determining objectives that enable the provision of levels of service that meet customer expectations and requirements.

Achilles further commits to deliver its services consistently, safely and with the minimum of impact on the environment. In addition, Achilles ensures that the information it holds on behalf of others is secure and only available to those entitled to access it.

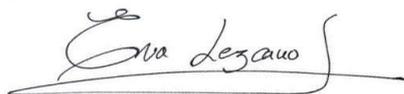
To facilitate this commitment a Quality Management System that meets the requirements of ISO 9001:2015 for the delivery of services related to the outline the industries services are provided to is operated by the staff in Achilles's offices.

Achilles enhances customer focus by means of continual improvement of its account management, sales and operations processes and ensures that customer concerns are dealt with efficiently and expeditiously. A proactive approach is taken in gauging the level of customer satisfaction and in monitoring the performance of the internal controls. Achilles uses all these experiences as additional drivers for improvement.

Achilles assures the competence of its staff by providing the resources for regular performance review, personal development and training.

This policy is delivered through managers who are responsible for the on-going review and continual development of the controls embedded in the Quality Management System that are essential to meeting high standards of performance and customers' expectations. Managers have direct responsibility for the standard of quality of the output of the processes under their control, while staff at all levels have a clear responsibility for the level of quality of their own work.

A review of the effectiveness of this Policy and the Quality Management System is carried out at least annually, and improvement opportunities identified are implemented without delay.



Eva Lezcano | Regional Director – Southern Europe

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