

## QUALITY POLICY

At **Embragatges i Derivats, S.A.**, our mission is to lead the industry in brakes, clutches, torque limiters, and safety components, committed to quality at every step of the process. We understand that excellence is not just a goal, but a culture that must permeate all our operations. Every product we manufacture and every service we provide reflects the collective effort of our team, continuous innovation, and the desire to meet the highest expectations of our customers.

We are dedicated to exceeding both the explicit and implicit needs of our customers by offering safe, reliable, and efficient solutions. Our Quality Management System is aligned with the **UNE-EN-ISO 9001:2015** standard, always seeking continuous improvement, innovation, and sustainability in all our processes.

### **The key to our success lies in:**

1. The active participation and commitment of each of our employees, who, through continuous training and motivation, contribute to the development of quality at all levels of the organization.
2. The responsible leadership of our management, ensuring the correct implementation and monitoring of the quality policy.
3. The constant allocation of resources to ensure that our operations are at the forefront of technology and meet the highest quality and safety standards.

### **Committed to excellence, our focus is on:**

- Continuously improving internal processes, with a special emphasis on reducing failures and delivery times.
- Ensuring efficient and responsible resource management, with a strong commitment to innovation and sustainable development.
- Providing our customers with products and services of the highest quality, aiming to be their trusted supplier of industrial safety solutions.

## OBJECTIVES 2025

### **I. Strengthening the Human Team**

Enhance communication and collaboration across all departments to foster a work environment that drives continuous improvement. Develop key capabilities in quality and safety, training our teams for more efficient performance.

### **II. Excellence in Customer Service**

Ensure 100% customer satisfaction by addressing each request with precision, speed, and efficiency, adapting personalized solutions that exceed expectations.

### **III. Fast and Reliable Delivery Times**

Meet 100% of the committed delivery deadlines. Improve delivery times for standard products, reaching 1 to 2 weeks, ensuring agility in responding to market demands.





**EMBRAGATGES I DERIVATS, S.A.**

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#### **IV. Safety as a Core Pillar**

Strengthen the brand image of Embragatges i Derivats, S.A. as a benchmark in industrial safety. Achieve the integration of cutting-edge safety systems in all our products, guaranteeing protection for both the end user and the machines in which they operate.

#### **V. Reduction of Non-Quality and Improved Reliability**

Completely eliminate warranty repairs, achieving a zero-failure level. Optimize operational efficiency to minimize costs associated with non-quality.

#### **V. Responsible Investment in Innovation**

Ensure sustainable investment in R&D, limited to 1% of turnover, prioritizing projects that create real value for our customers and contribute to the continuous improvement of our products and processes.

#### **VI. Operational Efficiency and Resource Optimization**

Identify opportunities to improve efficiency in every phase of the production process, reducing manufacturing times without compromising product quality.

Our quality policy is not just a statement of intent, but a firm and continuous commitment to our customers and our people. We work tirelessly to ensure that every product, every service, and every interaction is characterized by excellence, safety, and reliability. We are committed to being a benchmark in quality, safety, and customer commitment.

Managing director



Embragues y Frenos Electromagnéticos · Neumáticos  
Frenos Mecánicos de Seguridad (Centrifugos y Paracaídas)  
Acoplamientos Elásticos · Limitadores de Par · Unidades Especiales

Electromagnetic, pneumatic brakes and clutches  
Mechanical safety brakes · Centrifugal brakes  
Flexible couplings · Torque limiters · Special units



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