

QUALITY MANAGEMENT POLICY

WE TAKE CARE OF YOUR SPACE

Comercial Elmin is a Special Work Center based in Catalonia, dedicated to professional cleaning services in the private sector.

Since our business reconversion in 2009, our mission has always been to preserve and improve the useful life of our clients' properties, and, as always, we have on our horizon the labor integration of people with physical disabilities and / or sensory.

To achieve this, the company's management has linked the efforts of all its departments and deployed its main assets to serve more and better the CUSTOMER, from respect for people and their integral projection, and from care for the environment.

All this work is part of our commitment to CONTINUOUS IMPROVEMENT.

Needless to say, we are deeply proud of the results achieved over the last decade, especially those that have contributed to the consolidation of a strong and well-crafted KNOWLEDGE CAPITAL that has provided the company:

- A system of assets, techniques and knowledge that identifies us corporately and,
- The professional training needed to meet the most varied spectrum of customer hygiene expectations.

The continuous feedback between organization and customer, relying on stable bonds of trust has been extended to all stakeholders of the company, suppliers, workers, banks, who participate in the preparation of a service.

WE INTEGRATE THE STAFF BY ENCOURAGING THEIR PARTICIPATION IN MANAGEMENT

In a network of permanent collaboration with crossed levels of participation to strengthen the work of continuous improvement, establishing a:

HORIZONTAL ORDER OF COMMUNICATION: Through an Exchange of experiences between operators with similar realities that, synthesized, can rise to conclusions that are used for continuous improvement.

VERTICAL ORDER OF COMMUNICATION: in two-way information circuits circulating from senior management to the most basic levels of the organization, which have certified the goodness of the techniques used and simplified the development of the processes launched, towards a full systematization of the Business knowledge.

The free participation of all the resources involved in problem solving has made **HUMAN CAPITAL** the axis of our company, which defines and supports it, and which, finally, places it as the most relevant interest group.

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To encourage a proactive attitude of the hired staff, they are encouraged and involved in values that define our company:

COMPETITIVENESS: Through the remuneration of their work, they are provided with a mental framework of normality that equates them to workers (not disabled).

This means, therefore, that our workers internalize that the social and labor rights they currently enjoy, commit them, at the same time, to actively respect and also comply with legal obligations, like the rest of workers.

SOLIDARITY: Through social and personal adjustment services, one has a positive impact on the work and emotional orientation of workers when, in their process of integration into the workplace, they face adaptation difficulties that can be reversible.

As a Special Work Center, we are therefore involved in the labor and human rehabilitation of the most vulnerable and least recognized part of society without, at any time, ceasing to participate in the productive market economy.

NEW PROCESS MANAGEMENT APPROACH

In order to fully deploy all aspects of personnel management, the company involves most departments of the organization:

HUMAN RESOURCES, training contracted workers for professional training adapted to the needs of clients,

PRODUCTION, reviewing and setting optimal and realistic work routines to improve efficiency and productivity

COMMERCIAL, conducting audits that establish the suitability of the proposed cleaning protocols, in order to determine whether they are maintained or modified.

This multidepartment participation in the offer, preparation and development of the service, whose main objective is customer satisfaction, is what is called PROCESS MANAGEMENT.

CORPORATE SOCIAL RESPONSIBILITY

As a Special Work Center, we define ourselves, above all, as an organization with a transparent Management based on criteria of good governance and respect for the environment.

Corporate Social Responsibility bases the integrity of its actions on good faith relationships with all stakeholders in our organization:

WORKERS: respecting working, social and wage conditions and also contributing to their continuous training and the improvement, in general, of their well-being.

CUSTOMERS: provided services that aspire to meet the hygiene and disinfection needs of our customers in the short term, but also in the long term.

SUPPLIERS: facilitating their integration into our organization as if they were a business partner.

AFTER YEARS OF LEARNING, IT CAN BE CONCLUDED THAT OUR CURRENT QUALITY POLICY FORMS THE HARD CORE OF THE COMPANY PROJECT THAT WE DEFEND AND PRACTICE AND IS THE ONE THAT DEFINITELY PROJECTS US IN THE FUTURE AS SOON AS POSSIBLE. ON THE PATH OF CONTINUOUS PROGRESS.