

# QUALITY POLICY

COOLMAG is a company dedicated to the **design, manufacture and commercialization of compounds with thermally conductive and electromagnetic functionalities designed for electrical and electronic devices**. Our products are specially designed to provide thermal conductivity, electrical safety, hazard protection, mechanical and fire protection through electronic encapsulation applications.

Our goal is to be recognized in our market and industry as a reference company:

- For the quality and innovation of our products.
- The development of sustainable products
- The speed and efficiency of our services
- The technical knowledge of our staff.
- For the personalized and integral treatment of our customers.

Each element of COOLMAG's structure, whether it is a supplier, staff or customer, is involved in a responsible way; together they converge to achieve the company's objectives. To achieve this, we base our strategy on the following commitments:

- To constantly innovate in our products as a differential factor against our competitors, using the best available technology, as well as to guarantee the technical safety of our products, according to laboratory tests.
- The investment in innovation, design and development of our products provides us with agility and responsiveness, which has an impact on our customers, increasing their expectations and satisfaction.
- To continue taking care of our loyal customers, providing them with effective solutions and a customized product, thus consolidating our position in our sector. A satisfied customer is the company's most important asset. We are also becoming more and more specialized in order to make our product more efficient.
- Quality allows us to secure the customer's trust, which is the absolute value we must achieve.
- Analyze our processes and management system continuously and with reference to objectives and indicators, applying concepts and tools based on continuous improvement and risk management.

COOLMAG's Management is committed to ensure the application of this Policy and to periodically review its content, adapting it to the nature of the activities and their impacts, as well as to the general strategy of the company. Management is responsible for promoting and encouraging these guidelines and the team is responsible for applying them.

General Manager - COOLMAG  
Joaquim Guilera

A handwritten signature in black ink, consisting of several loops and a long horizontal stroke.

Date 01/06/2022