

Quality Policy

Grupo Piñero is a customer-based company committed to implementing quality in all its processes as a way of creating value.

We believe that the best way to ensure excellence in our services is to exceed the expectations of our customers, using these relationships to develop continuously and in an innovative way. We strive to understand the needs and expectations of our customers so we can offer them the best solutions, continuously endeavouring to take care of them, increasing their satisfaction and loyalty. Our commitments regarding quality are:

- Respect and comply with the standards and regulations in all the countries where we operate
- Continuously assess our employees in Quality of Service
- Maintain facilities and equipment in perfect condition
- Seek continuous improvement in all our products and services
- Implement service measurement tools in all our divisions and provide personalised customer service
- Care for the health and safety of customers throughout the life cycles of the products and services we market at our destinations
- View continuous improvement as a backbone for our products and services

By training our staff and working as a team, we can control the quality of work processes so that they lead to a socially, economically and environmentally sustainable business.

Our quality policy follows the principles of:

- Service reliability
- Staff skills
- Commitment to personalised attention
- Complete and well-maintained facilities and equipment



Encarna Piñero Garcia
Chief Executive Officer
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