



QUALITY POLICY

MUGELE is committed to providing our customers with quality service delivered in conformance with our customer's specifications at a competitive price and join our external providers in a partnership program striving to continually improve delivery and conformance.

We are committed to the continual improvement of our systems and processes while achieving our overall business strategic goals. We dedicate our talents and experience to operate our facilities in a safe and environmentally friendly manner.

Our objectives are:

- 1) **To meet customer's requirements for product, quality and delivery. We will achieve this by reviewing the following:**
 - a) Feedback from our customers (scheduled meetings, emails and complaints)
 - b) Tracking non-conforming materials
 - c) Implementing corrective actions reports
 - d) Management meetings, internal audits and customer meetings
 - e) Analyzing data regarding customer requirements as defined for Warehouse on-time delivery, Inventory Accuracy, Damages, Line Downtime, Receiving Accuracy, FIFO.

- 2) **To provide the resources required to maintain an effective Quality Management System and select external providers that:**
 - a) Reviewing standard models that meet our cost parameters.
 - b) Review vendor's performance

- 3) **To meet all local, state and federal laws, regulations and requirements that affect the environment health and safety, by the following actions.**
 - a) 100% adherence to Safety Guidelines
 - b) Overall rating for housekeeping.
 - c) Review preventative maintenance reports

It is the responsibility of management to ensure the policies are understood, implemented and maintained at all levels in the company. The overall responsibility and authority for ensuring compliance with ISO 9001:2015 and Mugele's Quality Management System is delegated to the Management Team.

The quality of our service and continued customer's satisfaction of depends on the commitment of each of us adhering to this policy.

This policy is the cornerstone of our quality system and a public statement of our commitment to quality. The policy has been incorporated into our business strategy and affirms our management leadership and support for quality services and products.

A handwritten signature in blue ink, appearing to be "Irineu Bragante Filho". The signature is stylized and somewhat abstract, with overlapping loops and a clear start and end point.

Irineu Bragante Filho
Vice President & COO
Mugele Group - North America