

## **Adivin Beach Flag, S.A.**

At **Adivin Beach Flag, S.A.**, we manufacture and sell a wide range of flags and promotional items. Our business operates mainly in Spain and numerous European countries.

We therefore recognise the importance of offering our distributors a guaranteed minimum standard of quality for our products.

For this reason, we have developed an Internal **Quality Management Policy** which is applied to our production and logistics processes to ensure the quality of the final product and service.

We have a great team of production professionals who are responsible for ensuring that minimum quality standards are met for every single order.

In our sector, ensuring product quality is essential to maintaining the trust of our distributors. This is even more so for Ádivin, whose primary concern is the satisfaction of our distributors' customers.

Through this **Internal Quality Management Policy**, we undertake to implement and carry out the specifications set out in the UNE-EN-ISO 9001:2015 international standards for Quality Management Systems, which emphasise a customer-focused approach, organisational commitment, a process-based approach, continuous improvement of the system, management of material and human resources, and control of products and services. With the aim of complying with these standards, Ádivin undertakes to:

- Establish systems to understand and meet the needs of our distributors.
- Ensure a helpful and empathetic approach towards our distributors throughout the entire purchasing and after-sales process.
- Always fulfil our promise to deliver on time, whilst maintaining our value proposition of rapid manufacturing and delivery of products.

- Appoint those responsible for ensuring compliance with our Internal Quality Management Policy in each of the organisation's departments.
- Ensure that these individuals monitor quality standards and also promote their continuous improvement.
- Align each stage of the production process with the organisation's objectives and the desired outcomes in terms of product quality.
- Monitor the production process to ensure that the specified quality standards are met.
- Set organisational objectives in line with the Internal Quality Management Policy.
- Provide ongoing training for staff in their areas of expertise with the aim of ensuring the continuous improvement of their assigned processes.
- Monitor and ensure compliance with the legal requirements applicable to our company.
- Provide the necessary material and human resources to comply with the Internal Quality Management Policy.
- Continuously analyse and improve the quality of our printing materials, such as fabrics, inks and printers.
- Involvement of all staff within the organisation in complying with our Internal Quality Management Policy: transparent communication of requirements, raising staff awareness to ensure compliance and monitoring.
- For Ádivin, compliance with the points described above is of vital importance to ensure quality and our commitment to our distributors.

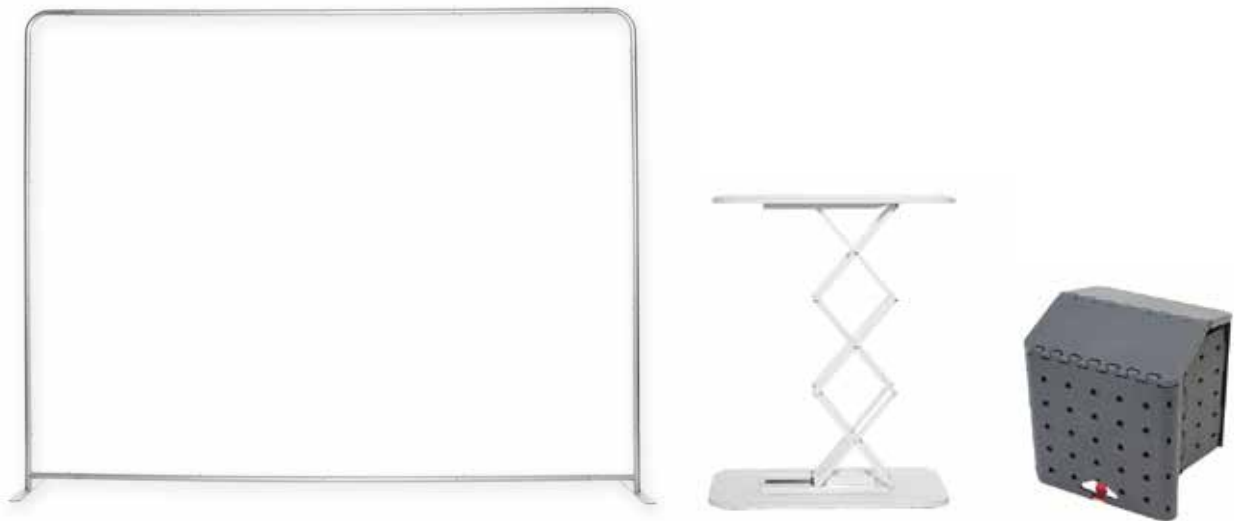
To give you even greater confidence, we have put in place quality control processes for our main products.

## Quality Control. Displays

Our displays are designed to act as advertising attractions at any type of event.

### Structures:

- We have processes in place to check and ensure the stability and strength of the structure once it has been assembled.
- We carry out internal checks to ensure the structure functions correctly when the display is being assembled and dismantled.



## Fabrics:

- Quality control of the types of fabric offered for the displays.
- We establish different printing methods depending on the type of fabric selected to ensure the design is printed correctly onto the material.
- Constant monitoring and maintenance of the machinery used for printing and sewing.
- Design checks: our printing specialists are responsible for checking that the design chosen by the distributor is suitable for printing on our fabric.
- We implement internal quality control processes for the sewing and manufacture of products, thereby ensuring consistency across the product range.



## Instructions

- Our displays come with carefully prepared assembly instructions to ensure that the end customer can assemble them without any problems.
- The displays also include maintenance and transport recommendations to ensure they last as long as possible.

## Shipping

We have a logistics department specialising in handling the steps prior to dispatching the displays:

- Packaging each product and accessory, taking particular care to ensure the materials are properly protected to prevent damage.
- Packing them according to a set order that optimises the available space and ensures the products remain intact during dispatch, thereby ensuring consistency between the products.

