

## Mission, Vision, Aims and Values.

**Our mission:** To set and deliver the highest standards of services, product quality and competitive prices, gaining a leading position in the local market.

**Our vision:** To have a passion for excellence, meeting and exceeding the expectations of our customers.

**Our aims:** Our mission and vision can only be achieved through our principals and our people, who are expected to meet our customer's needs.

Our aim is to rely on our principals/suppliers for their credibility, consistency, reliability and quality of their services, offering them our allegiance, dedication, integrity and professionalism. We rely also on our staff for their skills, attitudes, teamwork and commitment to customer care, providing them with proper training, adequate resources and appropriate working conditions.

### Our values:

- **Motivation** in our work and continuous effort to satisfy our customers, identify opportunities for improvement, looking for ways to measure customer satisfaction, maintain the best practices in all our deliberations with customers and suppliers alike.
- **Allegiance** to our people, suppliers and customers, transparency in all our activities understanding each other needs, making the best efforts to meet their demands.
- **Reliability** in our processes, product and services. Fair practices and efforts to keep the promises made to customers, standing by our commitments and assuming the responsibilities of possible mistakes.
- **Efficiency** in our operations with emphasis in resources, investment in new technology and clearly communicated, consistent and credible services for our customers.