

Scope	Design, development and production of unglazed porcelain tiles for floorings and walls
Management commitment:	TopCer management promotes the involvement and motivation of all workers in the accomplishment of its policy and objectives.
Company mission:	Conception, manufacturing and trading of porcelain wall and floor tiles, ensuring that the needs and expectations of our customers and other stakeholders are met, following the compliance obligations.
Product quality:	To establish methods of product quality control, ensuring their conformity with the established requirements.
Customer service:	To strengthen customer service excellence, internally and externally.
Information and communication:	To ensure the efficiency of internal and external communication and awareness, ensuring their update, availability and integrity.
Privacy:	To respect privacy, ensuring the accomplishment of the principles of processing personal data and data subject rights.
Training:	To promote and encourage training and professional development of its workers.
Competitiveness:	To improve product competitiveness by promoting innovation, quality, productivity and optimizing resources, always considering environmental aspects.
Environment:	To ensure environment sustainability, including pollution prevention.
Hygiene, health and safety:	To promote and encourage awareness of occupational hygiene, health and safety.
Continuous improvement:	To continuously improve the efficacy of Integrated Management System and environmental performance.

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