

### 1.3. Quality Policy.

The Management of *GRUPO CUÑADO* is aware of what is needed to meet the following requirements, in relation to the Quality of the products supplied to its customers:

- i) Customer requirements
- ii) Legal requirements
- iii) Regulatory requirements
- iv) Standards and Specifications

For this purpose, it has established a Quality Management System, with a philosophy that is portrayed in the Quality Manual and developed in the processes described in the General Procedures Manual.

The Quality Policy of *GRUPO CUÑADO* establishes the following specifications:

- Provide products and services marketed in order to satisfy the customer's needs, in compliance with the aforesaid requirements.
- Continuous improvement of the efficacy of the Quality Management System, focused on processes and expectations, and how they can boost the customer's satisfaction.
- Identification, measurement, monitoring and analysis of the company's processes, implementing the actions required to achieve the desired results and continuous improvement.
- Transmit to any member of *GRUPO CUÑADO*, the importance of their functions within the Quality Management System established.
- Annual promotion of training, so that each member of the company has an updated and comprehensive understanding of his functions and role, as required for the optimum fulfilment of his functions, in harmony with the Quality System implemented.

The Management of *GRUPO CUÑADO* appoints the Quality Manager as the person responsible for the distribution of this Manual to the Department Managers, who shall be responsible for the distribution of the Quality Policy to the persons under their command, by providing adequate training actions required to perform it.



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