

TECNATOM, S.A. QUALITY POLICY

April 2017

TECNATOM, S.A. aims to be a leader company in the rendering of engineering services under outstanding conditions of quality, safety and respect for the environment, through a process of on-going improvement allowing the following to be achieved:

- The satisfaction of the customers.
- Care for our Human Resources, as the company's main asset.
- Economic efficiency and the long-term feasibility of the company.

Aware of its commitment with Quality as a value intimately bound to the Company's feasibility that stands us out to customers, competition and society, TECNATOM, S.A. Management has taken the decision to develop, implement and maintain a Quality Management System based on on-going improvement, customer satisfaction and the participation of all the employees, in order to develop the following Quality Policy:

- To pursue the achievement of the highest levels of quality in all the company's areas of activity, using the best practices available, fulfilling the specifications, codes and standards applying to our activities, maintaining an attitude of permanent adaptation to them and making of the quality a basic element of the culture of the organization.
- To implement and maintain a Quality Management System suited to our activities, products and services, efficiently documented and aimed at facilitating management by processes and the permanent innovation of them for improving continuously the performance of those activities.
- To establish and periodically review objectives and goals allowing on-going improvement programs to be developed, using for this purpose the results of periodic assessment by the management of the implementation and effectiveness of the Quality Management System, the results of audits and corrective and preventive actions.
- To transmit the company strategies and policy, explaining and assigning objectives at all levels, providing resources for their achievement and assessing compliance therewith.
- To support, motivate and underline the responsibility of all the workers, involving them such that their capabilities may be used to achieve the objectives and transmitting to them the importance of satisfying both the applicable legal and regulatory requirements and the customer ones.
- To establish on-going training programs ensuring the availability of a highly qualified workforce, stimulating their participation in the development of quality policy.
- To periodically measure customer satisfaction in order to anticipate their needs and expectations, thus jointly collaborating in the on-going improvement of the services rendered and products supplied.
- To use all the resources necessary to guarantee that the services, products and processes provided are safe, reliable and in strict compliance with the applicable specifications, standards, codes and legal requirements and those others that the company might voluntarily choose to comply with, which are identified in the Quality Manual.
- To foment that the collaborators and contractors operate according to our policy in the work centres.

- To steadily reduce the number of non-conformities detected.
- To establish actions and programs aimed at prevention and not just the detection of problems.

Juan Bros Torras

Quality and Environmental Vice President