

QUALITY POLICY

Quality is a key factor in the Company's philosophy and is considered to have been and is a strategic advantage for the conquest and consolidation of new customers and geographical areas of action.

The Company's Quality Policy is based on the Quality Management Principles defined in the international standard UNE-EN ISO-9000:2015 and, in turn, guides the Quality System towards compliance with the requirements of the UNE-EN ISO-9001:2015 standard that are applicable to the company's activity.

ALTHENIA combines its focus on the Customer with its commitments to profitability for its shareholders, alliances with collaborating and competing companies, satisfaction of its staff, public image, respect for the environment and good relations with the social environment where it operates.

ALTHENIA undertakes to comply with the Client's requirements, explicit and implicit, as well as legal and regulatory requirements.

A basic foundation of ALTHENIA's relationship with its Clients is the consolidation and increase of their overall satisfaction, acting on the factors that condition the perception that these Clients have of the Company's performance. For this reason, the company is committed to continuously improving the effectiveness of its Quality System.

The **Company** 's general quality objectives, which the Quality Committee deploys annually into specific and quantifiable objectives, are as follows:

1. Increase the competence and awareness of in-house and outsourced staff.
2. Optimize construction and organizational processes, incorporating better technologies and resources, adjusting deadlines, reducing costs, improving the coordination of those involved and eliminating operations that do not add value, such as unnecessary bureaucratic procedures.
3. To consolidate and improve relationships with our Customers, actual and potential, and to advance in communication with them and in the knowledge of their needs, particularities and modes of operation.
4. Adapt our response capacity to the needs of each Client.
5. Incorporate technologies that facilitate data analysis and information processing.
6. Work on relationships with competing companies and collaborate, both in the commercial and technical fields.
7. To ensure that the management of suppliers and subcontractors allows us to increase, both on their side and on ours, our technical and profitability capabilities.