



## CAL-00-PO-01 Quality Policy

Elaborated	Revised	Approved
		
15-02-2024	09-10-2024	09-10-2024

# REVISION CONTROL

VERSION	AMENDED SECTIONS	REASON FOR CHANGE	DATE
1	All	First Version	09-03-2022
2	All	Segregation of Information Security Policy	09-10-2024

## **1. QUALITY POLICY**

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**GAT GROUP** openly states its intention to offer competitive services to all its customers; for this reason, it has implemented a quality management and information security system within the organisation, whose main objective is to achieve the satisfaction expected by customers, through established processes based on a process of continuous improvement.

The quality management system based on the reference standard **UNE-EN-ISO 9001:2015** is designed in such a way that the services provided by the organisation are carried out correctly and efficiently, using the appropriate means for this purpose and in such a way that maximum results are achieved.

In order to meet the proposed objectives, it is based on the following basic pillars established by the management:

- ❑ To ensure the **satisfaction of our customers**, including stakeholders in the company's performance, in all matters relating to the performance of our activities and their impact on society.
- ❑ Establish objectives and goals focused on the evaluation of quality performance, as well as the **continuous improvement** of our activities, regulated in the Management System that develops this policy.
- ❑ Compliance with the requirements of the **legislation applicable and regulatory** to our activity, the commitments acquired with clients and all those internal rules or guidelines to which the COMPANY submits itself.
- ❑ Maintaining fluid **communication** both internally, between the different levels of the company, and with clients.
- ❑ Assessing and guaranteeing the **technical competence of our staff**, as well as ensuring that they are adequately motivated to participate in the continuous improvement of our processes.

- ❑ Ensuring **the correct state of the facilities and adequate equipment**, so that they are in line with the activity, objectives and goals of the company.
- ❑ Ensure a continuous **analysis** of all **relevant processes**, establishing the relevant improvements in each case, depending on the results obtained and the objectives set.

These principles are assumed by the Management, which has the necessary means for their implementation and are communicated for compliance by all employees and collaborators of the company through this Quality Policy.

## **2. APPROVAL**

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In Madrid, 9th October 2024

Gertrudis Alarcón, CEO