

QUALITY POLICY

Makiber S.A and its subsidiaries (hereinafter referred to as "MAKIBER"), assume the commitment of quality management so that all its processes are undertaken guaranteeing - within the relevant contractual and legal frameworks - the satisfaction of the needs and expectations of its clients, shareholders, employees, suppliers and all of the society in which it is immersed, to obtain a competitive advantage and to do so effectively and efficiently.

MAKIBER S.A. and its subsidiaries ("MAKIBER") adhere to the undertaking set out in the Quality Policy of the **COBRA I.S. Group**, of which they are members, and also the *VINCI Manifesto* of the **VINCI Group**, of which the COBRA I.S. Group is in turn a member.

This quality policy is put into practice in a controlled quality management system according to the UNE-EN-ISO-9001:2015 standards, assuming its basic principles:

- Client-focused organisation, understanding their needs, satisfying their requirements and making efforts to comply with the expectations.
- Total integration of the Management in the proposal to create and maintain an environment in which the staff is fully involved in achieving the objectives of **Makiber**.
- Staff participation in achieving the set objectives, increasing their skills and competence through the appropriate processes of selection and training, complying with the applicable requirements and continuously improving their effectiveness.
- Focus based on the detection, sequence and interaction of the processes in **Makiber**
- Integrating business partners' experiences and suggestions, working jointly to improve our products and services.
- Continuous improvement based on the monitoring and objective measurement of processes, their risks and opportunities as well as on the monitoring of the client's perception regarding compliance with its requirements, orienting programmes towards prevention and not only to the detection of deviations.

The quality management system adopted consists of a reference framework for setting and revising the strategic and quality objectives which will be set annually by the **Makiber** Quality Committee after a Formal analysis of the year's activity.

Management is confident that everyone in the organisation understands the importance of this document and integrates it into their work style.

Management not only leads the implemented quality management system but will supply the necessary resources to achieve the objectives of this policy and those set annually.

Madrid, 11 October 2022



Signed: : César San Pablo de Diego
Managing Director