

In our organization, we understand that service quality is a customer's right and, as such, it should be part of the personal style of the individuals who are part of our organization.

Our service vocation, based on proximity, technical knowledge, quality, and respect for the environment, has driven us to adopt a Management System certified according to ISO 9001:2015 and 14001:2015 standards for Quality and Environment, respectively.

Our Quality Policy is based on the following premises:

- Understanding, meeting, and exceeding the needs and expectations of our customers, as well as the legal and regulatory requirements applicable in each case.
- Communicating to the customer, as early as possible, any incidents that may occur in the service provision and thus minimizing the impact they may have.
- Striving for continuous improvement in the efficiency of our production and management processes, allowing us to be competitive through our Quality-Price relationship.
- Involving our personnel, with their contributions, in achieving Continuous Improvement.

Our Environmental Policy is supported by the following basic principles:

- Goal: minimizing the environmental impact in all activities carried out by Castelomega SLU and involvement in the management of sustainable resources.
- Ensuring that environmental regulatory provisions are the starting point for sustainable activities throughout the supply chain.
- Identifying areas for improvement in environmental management and involving the organization and its suppliers in their development, paying special attention to the following areas:
 - Air quality in processes and reduction of greenhouse gas emissions
 - Quality of water used and reduction in consumption
 - Efficiency and minimization in the use of chemicals
 - Sustainable resource management and waste reduction
 - Energy efficiency and preference for renewable wind and solar energy

As a result of this approach, our efforts are directed towards different areas of action:

The continuous improvement of our staff's professional training through annual training plans to enhance the development of Quality and Environmental Management.

The constant improvement and technological innovation of our facilities to make them the most advanced in the sector.

The identification of improvement opportunities in our Management System through regular reviews, ensuring its ongoing adaptation and suitability to market demands and stakeholders' expectations (customers, shareholders, suppliers, and employees), both in quality assurance and environmental enhancement, in order to become increasingly competitive in an ever-evolving environment.

**Olga and David García
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