

QUALITY POLICY

IGCAR Group Management declares that providing the best service in respect of each of the activities we undertake, in every decision we adopt, and in each action we undertake, is our business priority and intention.

Our Quality Policy is defined with respect to our organisation's business purpose. That is, the manufacture and commercialisation of quality and profitable products. The context of this Policy is support for the strategic direction of the organisation as established in associated principles. These serve as a framework for establishing quality objectives for each of the same. This philosophy just be adopted by every IGCAR Department.

IGCAR Group bases its Quality Policy on the following principles:

- **Customer Service Vocation:** Our priority aim is customer satisfaction and meeting customer needs and expectations with respect to the products and services we offer.
- **Focus on Continuous Improvement:** It is fundamental that everyone forming part of our organisation focuses on continuous improvement.
This encourages the cooperation between departments needed to support and achieve maximum efficiency in our operations and/or tasks.
- **Adopting the Quality Management System:** IGCAR has adopted this Quality Management System in accordance with standard ISO 9001: 2015.
- **Preparing and Motivating Workers:** Quality comes from the attitude towards and daily work of each and every person that works in the different companies within the Group.
- **Compliance with Legal and Regulatory Requirements:** IGCAR Group is committed to ensuring that any activity it undertakes fulfils all current and in force

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legal and regulatory provisions applicable to its sphere of operations, considering this to be essential.

- **Tolerance 0 to workplace harassment:** In order to guarantee the working conditions of employees, IgcAR Group expresses its resolution of tolerance 0 to any situation of workplace harassment, as well as its intention to implement all the necessary mechanisms for identification and recognition of these types of situations so that the problem is made aware and can be reported when it occurs.

This Quality Policy provides a reference framework for establishing and reviewing quality objectives.

The Management commits to communicate, explain and apply our policy throughout all levels of the organisation and to third parties linked to any of the companies within the IGCAR Group (relevant interested parties), committing to comply with the guidelines established, and being available to all those who may wish to consult them on the same.

In Rubí, on the 21st January 2021