



QUALITY POLICY

Duro Felguera (DF), as a historical company in the Engineering and Construction sector, believes that excellent management of all processes and resources is the key factor to create value for all interested parties and for the profitable and sustainable growth.

This is why the Quality Management System is established, implemented and maintained based on the following basic principles of action:

- ❖ Commitment to continuous improvement of the Quality Management System and pursuit of excellence in project management.
- ❖ Permanently ensure the compatibility of economic performance and customer satisfaction.
- ❖ Establish the purpose and strategic direction in the context of the market, economic environment, staff experience, and organizational culture.
- ❖ Inalienable commitment to know and comply with all applicable requirements, legal provisions, and customer expectations, maximizing customer satisfaction and that of other stakeholders.
- ❖ Promote the culture of continuous improvement and excellence in management with the aim of increasing competitiveness and creating value for stakeholders.
- ❖ Encourage employee involvement through teamwork, internal communication, ongoing training and recognition of professional achievements.
- ❖ Promote ethical and responsible behaviour in the development of activities at all levels within the organisation.
- ❖ Promote innovation and the development of new technologies that enable improvements in project quality.
- ❖ Maintain communication channels with relevant stakeholders regarding the activities carried out.

In general, this Quality Policy provides the framework for establishing quality objectives and supports the strategic direction of the organization.

Duro Felguera declares that its Quality Policy is understood, communicated, and applied within the organization and externally.



Duro Felguera, S.A.

Eduardo Espinosa Bustamante
Executive President

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