



QUALITY POLICY

Quality is a key factor in CONACON's philosophy and it has been and still is considered a strategic advantage for the acquisition and consolidation of new customers and geographical scopes of action.

CONACON's Quality Policy is founded on the Quality Management Principles as defined in the international standard UNE-EN ISO-9000:2015 and, also guiding the Quality System toward the compliance of the UNE-EN ISO-9001:2015 standard requirements applicable to the activity of the company.

CONACON combines its approach toward the customer with its profitability commitments with its shareholders, alliances with collaborating and competing companies, satisfaction of its personnel, public image, respect of the environment and good relations with the communities where it performs its activities.

CONACON undertakes to comply with the Customer's explicit and implicit requirements, as well as the legal and regulatory requirements.

The basic foundation of CONACON's relationship with its customers is the consolidation and increase of their overall satisfaction, acting on the factors that affect the perception that customers have on the performance of the company. That is why the company is committed to continually improve the effectiveness of its Quality System.

OBJECTIVES

The company's **general quality objectives**, which the Quality Committee deploys annually in specific and quantifiable objectives, are the following:

1. Increase competition and raise in-house and sub-contracted staff awareness.
2. Optimise service provision and organizational processes, incorporating better technologies and resources, adjusting deadlines, reducing costs, improving coordination of those involved and eliminating operations that do not add value, such as unnecessary bureaucracy.
3. Consolidate and improve relationships with our actual and potential customers, and make progress in communication with them and in knowing their needs, special features and modes of operation.
4. Adapt our response capacity to each customer's needs.
5. Incorporate technologies that facilitate data analysis and information processing.
6. Work on relations with competitors and collaborate in both the trade and in the technical area.
7. Ensure that management of suppliers and subcontractors allows increasing, both by them and by us, our technical and profitability capacities.