

Quality

The actions of FCC INDUSTRIAL aim at continuous improvement in the construction, industrial and energy infrastructure sectors. Thus, the necessary measures are taken to:

- * Consolidate and enhance its **international position as a leader** in these sectors.
- * Guarantee **customer's satisfaction**.
- * Ensure that staffs receive the level of training required to continually improve their work performance.
- * Ensure that working conditions offer safety and satisfaction to workers.
- * Meet all **customer requirements** and comply fully with all applicable regulations and codes.
- * Commit to the **continuous improvement** of the Quality Management System.
- * Achieve a level of **profitability** that guarantees the appropriate return on assets allocated and the best possible distribution of profits.



FCC Industrial has established a **Quality Management System** aimed at demonstrating the ability of the Company to supply products which meet the needs of its customers, as well as any other applicable requirements (regulatory, normative, legal), always within the scope of sustainable development, and respect for the environment.

Through the establishment and effective implementation of the Quality Management Systems, PECAL Quality, Environmental, Information Security Management System, R&D and BIM, FCC Industrial works toward increasing **customer satisfaction**, emphasizing, as the main feature of the system, the processes related to continuous improvement and prevention of non-conformities.

In the processes of verification and review the Company assesses, using the feedback information provided by our customers, the degree of fulfilment of the established or implicit needs and expectations.

In order to achieve its **Quality Objectives**, FCC Industrial relies on the following Quality Management principles:

Customer focus. Since FCC Industrial depends on its customers, the Company strives to understand their present and future needs, meet their requirements and exceed their expectations.

Define and take into consideration the **risks and opportunities** that may affect the compliance of products and services, as well as the ability to increase customer satisfaction.

The General Manager of FCC Industrial establishes unity of purpose in the management of the Company, and creates a favourable internal environment to promote the involvement of the employees in the achievement of its objectives.

FCC Industrial staff are, regardless of the level of the organization they work in, the essential element enabling, through their full involvement, the best use of their capabilities for the benefit of the organization.

Every activity carried out by FCC Industrial, as well as the related resources, are managed as a process in the spirit of ISO 9001 standard. And, in particular, the activities carried out at the Systems Area for the Ministry of Defense are managed in accordance with the guidelines set by the PECAL/AQAP – 2110/2210 standards.

The Quality, Environmental and Information Security Management System of FCC Industrial is conceived as a system of interrelated processes aimed at improving the effectiveness and efficiency of the Company.

Continuous improvement is one of the permanent objectives of FCC Industrial.

FCC Industrial's Senior Management bases its decisions on information and data analysis allowing for effective decision making.

FCC Industrial maintains mutually beneficial relationships with its suppliers, allowing for the improvement of both parties' ability for value creation.

Environmental

The actions of FCC INDUSTRIAL are focused on the **respect for the Environment** by:

- * **Analysing and minimising the environmental** incidences which arise as a result of the Company's activity.
- * Developing its commitment to **environmental protection, contamination prevention, adaptation to and mitigation of climate change**, waste reduction and **sustainable use of resources**.
- * Complying with **regulations, laws** and other **applicable commitments** made by the Company.
- * **Continuously improving** the Environmental Management System in order to enhance the environmental performance of the Company.
- * Involving **interested parties** (Company staff, customers and subcontractors) in environmental management.

FCC Industrial has established an **Environmental Management System** aimed at demonstrating the ability of the Company to supply products which meet the needs of its customers, as well as any other applicable requirements (regulatory, normative, legal), always within the scope of sustainable development, and respect for the environment.

Customers

The actions of FCC INDUSTRIAL with regard to customers shall aim at:

- * Paying special attention to **customer** relations.
- * Expanding the geographical areas of action of the Company through relationships with customers from other **strategic countries**.
- * Seeking the **diversification** of current activities into complementary strategic sectors.

Employees

With regard to employees, FCC INDUSTRIAL shall act in such a way that:

- * Professionals in FCC Industrial are **proud to be part of the Company**.
- * Employees are **interested in staying with the Company**.
- * There is no **internal discrimination** in the Company because of the organisation where the services are rendered.

Suppliers

With regard to suppliers, FCC INDUSTRIAL shall act in such a way that:

- * Suppliers wish to belong to the group of **stable partner companies**.
- * **Leading companies** in their fields of activity are included in the list of suppliers.
- * There is the necessary transparency in relationships with suppliers in order to encourage **mutual trust**.

Approved by:

Miguel Ángel Mayor Gamo
General Manager FCC Industrial I.E.
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