

2.1. QUALITY POLITICS

As the highest representative of MUTECSA, and in order that all activities carried out by the people of the Company are oriented towards the improvement of MUTECSA, I establish the following Policy:

- **The workers/people** are the cornerstone under which MUTECSA activities are carried out. For this reason, the training, involvement and performance of everybody at Muelles Técnicos, S.A. is essential.
- MUTECSA, S.A. exists because of its customers, consequently Quality consists in **satisfying the needs agreed with the customers**, both in terms of product quality and service, all of which by optimizing and improving the efficiency of processes. For this, the requirements of customers and the legal ones must be known throughout MUTECSA and their compliance must be measured in order to assess their degree of satisfaction.
- Other **interested parties** which MUTECSA must take into account are the suppliers that supply us with materials and a means of production, for which a communication and beneficial mutual policy must be defined.
- **The effectiveness and efficiency** of MUTECSA are absolutely necessary for the future and survival of the company and for this, the Quality System implemented must focus towards achieving the satisfaction of the clients, employees and the global optimisation of MUTECSA's resources, through continuous improvement of its processes.
- Muelles Técnicos, S.A. is committed to the path of **continuous improvement** and therefore must integrate the cycle of Planning, Execution and Evaluation of the Quality System to do things right the first time. There must be support in this process, defined and managed according to a focus on **risks and opportunities**.
- **Establish and review the objectives** derived from this policy at least annually
Leading continuous improvement is first of all a responsibility of the Management, therefore I compromise to:
 - Communicate this policy to all the people of MUTECSA and to the relevant Stakeholders that this is understood.
 - Provide the necessary resources
 - To ensure this policy is implemented and complied to by supervising the evolution of the objectives, also reviewing the effectiveness and efficiency of our processes.
 - Comply with this policy.

2.2. SOCIAL RESPONSIBILITY POLICY

The business values in MUTECSA must be based on mutual respect between all people, both internally and in our external relationships, as well as in the commitment to work well with company, solidarity and cooperation with colleagues and the society, with integrity and respect for legality.

Our work environment must foster an environment of trust that allows personal and professional development, as well as being free from offense, exploitation of any nature, intimidation, harassment and discrimination. These are our principles and values:

- **Labour rights.** MUTECSA is committed to the defense, respect and protection of basic labour rights, as well as human rights and public freedom recognised in the Universal Declaration of Human Rights. MUTECSA does not use directly or indirectly child labour or people who are forced into labour, guaranteeing freedom of association, opinion and expression of its employees.
- **Commitment, Efficiency and Professional Development.** MUTECSA fosters a work environment in which the employees that participate in strategic objectives of the company can develop personally and professionally. Consequently, to get the commitment and involvement of all employees in the project, they must be informed and know the general objectives of the company, and, where appropriate, the individuals that concern them. All employees must be involved personally in their professional development, increasing their skills and permanently updating their knowledge that they must share with their colleagues.
- **Respect for people.** MUTECSA considers that respect for others should be a basic element of behaviour of employees. Therefore, reject any manifestation of harassment in the workplace, as well as any violent or offensive behaviour towards the rights and dignity of people.
- **Equal opportunities and non-discrimination.** MUTECSA assumes the commitment to provide an adequate work environment so that no discrimination occurs on grounds of sex, race, ideology, religion, sexual orientation, age, nationality, disability or any other personal, physical or social condition, in which diversity is respected and valued.
- **Prevention of occupational hazards.** MUTECSA is committed to providing safe and healthy work environments, thus guaranteeing the right of people to the protection of their health and integrity.
- **Protection and proper use of company assets.** MUTECSA makes available to its employees the facilities, means and tools necessary for the performance of their professional role. They should not be used for other purposes and protect them from damage, loss or theft.
- **Confidentiality of information and protection of personal data.** MUTECSA respects the PDPL in all areas and preserves confidentiality, integrity and availability of the available information, especially that of a personal nature. All the information of MUTECSA regarding clients, shareholders, employees, suppliers, strategic plans, financial information, commercial, statistical, legal or similar nature should be considered confidential and treated as such.
- **Confidentiality of technical information of a private and non-transferable nature.** MUTECSA undertakes to protect and not disclose information of technical content when the responsibility for design and intellectual property lies with other

interested parties (the customer), especially in the development and product design phases. MUTECSA promises to sign confidentiality agreements with the client, whenever required and give compliance with associated contractual obligations.

- **Third Party Relations.** MUTECSA considers that among its most important assets is finding its brand, its image and its corporate reputation. All employees must ensure that their actions do not damage the image and reputation of MUTECSA. No employee may use our name and brand for uses other than those allowed by the company.
- **Product and service quality, customer service and fair competition.** MUTECSA cares permanently to improve the quality of its products and services, as well as to establish relationships of trust and mutual respect with customers. Out of respect for customers, MUTECSA expresses its commitment to compete in the market actively but loyally, respecting the free market and competition rules established for this purpose. No employee will carry out practices that have the objective or produce the effect of preventing, restricting or distorting competition and, in particular, those that consist of setting prices or of other commercial conditions.
- **Relationship with suppliers.** For MUTECSA, relationships with suppliers must be based on the quality of the services and products they offer, and the integrity of their business practices, ensuring, in addition, a socially responsible action, being transparent and following equality of treatment and using objective criteria for their selection. The selection and hiring of products or services to third parties must be carried out with technical, professional and economic criteria objectives, always attending to the needs and interests of MUTECSA. No employee of MUTECSA may receive or offer amounts as commissions or bonuses, nor gifts or favours of any other nature for actions carried out on behalf of MUTECSA. Courtesy gifts or symbolic value or those of an advertising nature are accepted.
- **Relationship with partners.** MUTECSA's relationships with its partners must be based on the loyalty and integrity of their respective practices, transparency in information with the spirit of collaboration and obtaining mutual benefit. Consequently, MUTECSA employees must act before the partners respecting these principles.
- **Anti-corruption and Bribery.** MUTECSA is against unethical practices aimed at inappropriately influencing the way of performing and willingness of people to obtain advantages. Consequently, no employee shall accept or practice bribes, or offer benefits in benefit of third parties that are at the service of any organisation (public or private) to obtain advantages or conduct business, whatever its nature, reporting through the channels established by use of corruption.
- Faced with breaches of this policy, all MUTECSA staff who observe inadequate practices, **must inform** Management, which will adopt the appropriate corrective measures, either by means of communication, negotiation and, if necessary, sanction.