

DPM-POLI-01

QUALITY POLICY

Policy Holder:	Management Control Direction
Approved by / Date:	May 21 2026 ALEATICA Board of Directors
Scope:	It shall apply to all companies in which ALEATICA SAU has control.
Classification of the document:	Public

Related and applicable documentation

Code	Name of the document	
	Code of Ethics and Conduct	
DPM-NORM-01	Norm of Norms	
ISO 9001	Quality Management System	
ISO 14001	Environmental Management System	
ISO 45001	Occupational Health and Safety Management System	
ISO 39001	Road Safety Management System	

Revision	Brief description of the change	
02		This document adds the "Roles and Responsibilities" section

QUALITY POLICY

At ALEATICA, we are committed to providing the high-quality service levels, meeting international standards and the needs and expectations of our customers and users by providing a safe, fast, comfortable and reliable service.

Our guiding principles in this area are:

1. **Regulatory Compliance:** we ensure compliance with all legal obligations, standards and other applicable requirements in each of the countries in which we operate.
2. **Customer Focus:** We strive to understand and meet the needs and expectations of our users and customers, to provide a service that is safe and exceeds their expectations.
3. **Continuous Improvement:** We foster a culture of continuous improvement, optimizing our processes and operations through innovation, feedback and organizational learning.
4. **Quality Culture:** We promote the utilization of the Quality Management System as an essential element for the achievement of objectives and encourage the participation of our team in the development and improvement of processes.

To meet these principles, ALEATICA seeks to:

- Maintain an Integrated Management System, including the ISO 9001 guidelines, that allow us to plan, execute, evaluate and improve our processes and operations, always taking special care to comply with legal requirements and commitments.
- Use quality management tools and methodologies to optimize our operations.
- Promote continuous training and the development of competencies to strengthen the culture of quality and operational excellence.
- Encourage team participation in the development of processes.
- Regularly measure and analyze customer satisfaction to identify areas for improvement, understand their needs and ensure that our actions are aligned with their expectations.
- Maintain a transparent commitment to quality through effective communication with the team, clients, authorities and other key stakeholders.

The entire ALEATICA team is responsible for complying with this Policy and contributing to the achievement of our quality objectives. The leadership team and the Board of Directors are responsible for promoting and supervision of this policy, aligning to ISO 9001 requirements and good governance practices.

ROLES AND RESPONSIBILITIES

The following high-level responsibilities have been defined to ensure compliance with the commitments set out below:

- **Board of Directors SAU:** Approve the Quality Policy that promotes a culture of quality aligned with ISO standards and best governance practices throughout the group.
- **Executive Committee:** Define the global Quality Management System strategy.
- **Board of Directors of the Business Unit:** Provide leadership by approving and overseeing the Business Unit's Quality Policy, ensuring compliance with local laws and standards, as well as group guidelines
- **CEO Business Unit:** Responsible for compliance with the Business Unit's Quality Policy and for providing the necessary resources for its effective implementation and maintenance.
- **Process and Continuous Improvement Direction:** Propose corporate guidelines for quality management and support the Business Units in the implementation and continuous improvement of the Quality Management System.
- **Responsible for the Quality Management System (Business Unit):** Coordinate the implementation, monitoring, audits and continuous improvement of the Quality Management System at Business Unit level.
- **Area Leaders / Process Owners:** Ensure compliance with quality requirements within their respective areas and support corrective actions and continuous improvement initiatives.
- **Employees:** Comply with the Quality Policy and contribute to achieving quality objectives through adherence to defined processes and standards.