

## QUALITY POLICY

It is on **CTT** policy to satisfy the expectations and demands of our Customer, as well as those of the other identified stakeholders: The Company's Ownership, the Internal Client and our Suppliers and Subcontractors. All this with a qualified and motivated staff, complying with the current legislation in terms of Health and Safety Prevention and with the identified key Environmental aspects.

In summary, CTT's quality policy is based on the following principles:

1. The Customer is the essential element and basis fundament of the company. Therefore, it is essential to know their needs and requirements, only in this way will we be able to satisfy them.
2. **CTT's** most valuable asset is its human resources, therefore it is the mission of each person in charge to provide each member of the organization with the appropriate training for the development of their activity, providing them with information on the results that affect their performance and also guaranteeing the appropriate safety conditions at work.
3. A Corporate Social Responsibility policy is defined that includes commitments in the anti-bribery field, code of conduct for employees and ethical escalation policy, which will form part of the welcome process for each person working in the company.
4. Continuous Improvement in all areas is the only guarantee of survival. The objective is to reduce errors by eliminating the root causes that produce them, by introducing preventive procedures and actions. Therefore, we will apply modern Quality concepts to all management. The objective is zero defects and the elimination of activities that do not add value to the business activity.
5. Suppliers and Subcontractors make a valuable contribution to satisfying the needs of the Customer. Their contribution is key to achieving success in the market. Therefore, the attitude towards them must always be honest, open, and clear.
6. Quality is measured not only in meeting specifications and requirements, but also in exceeding customer expectations in every aspect of the business. The development of activities with a careful respect for the environment will allow us to achieve this objective and ensure leadership on the road to Excellence.
7. In order to guarantee the correct operational behaviour of the organization, **CTT** has a documented and updated Quality Management System, which describes with the necessary precision all the activities to be carried out and which are the fundamental support of the organisation.
8. **CTT** has a Strategic and Management Plan to monitor and control the established objectives. Likewise, the company is managed by processes to guarantee the effectiveness and efficiency of the system.

To ensure the achievement of the objectives of this Policy, I undertake to comply with and enforce compliance with all the principles defined in our Management System and to provide, as far as possible, the necessary resources and means to obtain them.

Ruben Iñiguez  
Gerente



Zaldibar, 03<sup>rd</sup> April 2018