

QUALITY POLICY

Our mission is to perform building work and provide services in accordance with our client's aims, while optimizing the price and meeting the deadline, requirements applicable to the client, the legal and statutory requirements, at the highest possible profitability.

We seek to be recognized as market leaders in terms of client, employee and shareholder satisfaction

The guiding principles of our work should be:

- **Clients are the focus of everything we do.** All our work is geared towards understanding our clients' needs and meeting the goals of our building work and services in terms of quality, cost and time.
- **The profitability of the business is our guarantee for the future.** A robust business and shareholder satisfaction are achieved by generating an adequate level of profits and providing the level of service our clients require.
- **Our employees' commitment is key to achieve quality.** We will encourage employee motivation, involvement, training and development, to ensure the success of our Company.
- **Suppliers and subcontractors are essential to our business.** We regard our suppliers and subcontractors as partners, seeking mutual benefit and contributing joint effort and creativity to pass on quality and service improvements to our clients. We aim to establish long-term relationships where possible.
- **Continual improvement of the Quality Management System is fundamental to success.** We must strive for excellence in our building work, our services, our technical capabilities, our human relations and our competitiveness, measuring our processes and objectives.
- **Quality is everyone's responsibility.** Quality is created essentially through prevention rather than inspection. Each of us is responsible for the quality of the goods and services we render.

Committed to the highest levels of operational excellence and innovation, respect for these principles is an indispensable element of our activities

15th February 2019

CEO Ferrovial Agroman