

Quality Policy

Grupo Piñero is a customer-focused organisation, committed to delivering quality in all its processes as a means of creating value constantly and objectively.

Continuous improvement is one of our corporate values in the management of the company, placing people at the center.

We believe that the best way to ensure excellence in the services we offer is to exceed our clients' expectations and grow based on these relationships in a continuous and innovative way. In this sense, we work to understand their needs and expectations in order to offer them the best solutions, with the aim of satisfying them and building their loyalty.

Accordingly, at Grupo Piñero we are committed to:

- Abide by and comply with the rules and regulations in all countries where we operate.
- Ensure compliance with the standards established in the company.
- Establish annual objectives and goals that allow us to make strategic decisions to improve efficiency and effectiveness in the processes.
- Train and qualify our employees continuously in Service Quality, enabling them to propose and provide solutions in work management.
- Generate a team of leaders who guide and train our human team with the main objective of satisfying our clients.
- Maintain infrastructure and equipment in adequate conditions.
- Perform internal and external audits of the management system to verify that it is working properly, contributing to the achievement of total quality.
- Implement service measurement tools to determine, analyze and propose solutions to identified problems that interfere with the performance of the organization's processes.
- Work to offer the best experiences to our clients, through personalized, attentive and friendly service.
- Ensure the protection of the health, safety and well-being of clients throughout the life cycle of the products and services we market in all the destinations where we operate.
- Manage risks, opportunities and changes in the business context by adapting to market needs.
- Align the company's strategic goals with our suppliers, demanding maximum quality in their products and services.

*This Policy was approved by the **Board of Directors of Levantur, S.A.** on June 21, 2022.*