

QUALITY POLICY

In order to continue being a reference company in the development of components, systems and services for water, gas and steam networks, Grupo Torre has implemented a Quality Management System according to the ISO 9001 standard to ensure, maintain and improve the level of service to our customers.

The Torre Group's Quality Policy is aimed at: "Conveying to our clients the assurance that their requirements are satisfied now and in the future. To this end, we will focus on the following fundamental points:

- To have suitable, committed and professional personnel, determining the responsibilities, functions and competencies of all workers in order to guarantee the quality of our products and services.
- Analyze and manage the risks identified in the context of the organization, as well as in the processes that are part of the management system in order to achieve their mitigation or minimization.
- Go beyond compliance with both legal requirements and those of our customers, as we apply continuous improvement.
- Pay special attention to satisfy the needs and expectations of our customers.
- Focus our work on the continuous improvement and optimization of our products and services:
 - To sensitize and raise awareness among all personnel in order to obtain maximum involvement and participation in the overall improvement of the company's Quality.
 - To focus our management towards the establishment of preventive measures to avoid the appearance of non-conformities.
 - To use our company image and each of the contacts we make to spread the image of our quality.
 - To achieve a relationship of trust with our suppliers and in constant development and growth.

With the Quality Management System we want to achieve the highest levels of quality to achieve full satisfaction of our customers, greater efficiency and be better prepared for the changes that occur in our environment.

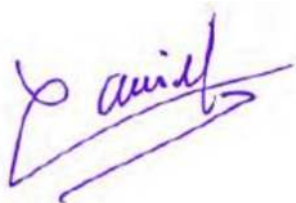
The Management establishes a set of systematic actions included in the Quality Manual and in the procedures derived to achieve a Quality System based on the ISO 9001 standard.

Likewise, in the quality planning, a strict follow-up of the client's requirements, international standards and applicable regulations is determined to ensure their compliance.

This Quality System will be based on guidelines that will serve to measure and control the parameters that affect the proper functioning of the production process and the quality of the products.

To achieve the adequate fulfillment of the Quality Policy, the participation of all the members of the company is essential. To this end, the Management must train and motivate all the personnel so that they assume the Quality Policy as their own and acquire a mentality oriented towards a constant effort to improve.

The policy is communicated to all company personnel and is reviewed annually as part of the Management Review. Quality objectives are established annually within the framework of the Management Review.



July 18th, 2023