

GALCORE (Gallega de Cordones y Alambres, S.L.) is dedicated to the manufacture and commercialization of prestressing wires and strands. Our general policy is to offer products that fully satisfy our customers in terms of quality, complying with regulatory requirements and the specific requirements of each consumer.

The guidelines that emanate from our policy can be summarized in the following basic principles:

a. *Customer focus*

Our customers are our main purpose, so we not only have to attend and satisfy the needs expressed by them, but we must also be able to anticipate their expectations. It is essential that we maintain a permanent contact, which allows us to evaluate the perception that customers have about our products, improving them accordingly.

b. *Continuous improvement*

The Management of our organization, as well as all departments, promote the maintenance and continuous improvement of the products offered by GALCORE. Through the Quality Management System, we bring into play all the necessary resources for continuous improvement: process monitoring, planning and needs detection, customer feedback, incident managing and supplier relations.

Every year, the Management formulates general and specific quality objectives for certain departments, activities, or processes. When these objectives are monitored, their compliance is verified, and the necessary measures are established if compliance is threatened.

c. *Professionalism*

Due to the unique characteristics and high performance of the products we offer, a high level of professionalism of our staff is required. One of our constants of action is the adaptation to the new methods and techniques that exist in the market and the continuous improvement of our internal work procedures. The training of our staff, our involvement in our work, and our sensitivity to quality requirements are fundamental to ensure our success.

d. *Commitment*

The Management of the company is committed to comply with all the requirements of the different certification standards and with the technical specifications for prestressing steels of the markets in which it operates. Therefore, the Management undertakes to use all necessary means to ensure that the products manufactured effectively comply with the applicable requirements. This commitment applies the Spanish, British (CARES), French (ASQPE) or any other market or region in which the organization operates.

e. *Integration and participation*

The quality of our products depends directly on the people who develop them. In addition to having the most appropriate resources and methods, we must enhance the skills and abilities of the people of this organization, so the specialization and training of human resources is one of our priorities. This specialization and training must be applied both at the beginning, for the people who join our company, and on an ongoing basis, to ensure that our processes have the necessary levels of efficiency.

f. Delegation

All our members assume responsibility for their tasks at the level that corresponds to them. The management of our service spins around the people who operate it: the people belonging to the different Departments of the company have the responsibility and authority to organize the activities to achieve a satisfactory result within their framework of action.

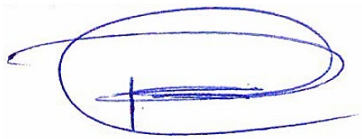
g. Record-based management

Maintaining the highest level of efficiency and quality in our services requires modern control records and measurement mechanisms that allow us to constantly evaluate their performance. One of the missions of our personnel is to permanently check the results obtained in the processes, preventing any deviation from the regulatory, internal or customer requirements.

The Quality Policy is disseminated to all personnel through training seminars, as well as by displaying this document on the organization's bulletin board, internal server, and website. In this way we ensure that the Management System Policy is understood by all company personnel and other interested stakeholders.

Reviewed and approved,

D. Luis Rodríguez Facal – General Manager



As Pontes, June 17, 2022