



The general management of Hidral S.A. understands that Quality is a key strategic factor to be able to adapt to an increasingly competitive and changing market and therefore they base their quality policy on manifesting and transmitting their commitment to the following principles:

- ✓ The most important thing is to satisfy the needs and expectations of our Clients, taking into account the legal and regulatory provisions.
- ✓ We must offer a high level of service and commitment to the Client by providing:
  - Products with high reliability looking for zero defects,
  - Excellent attention, quick response,
  - Advice and Training about the operation of our products,
  - Offer of turnkey solutions, including Transportation and Logistics.
- ✓ Establish a Continuous Improvement process based on the process indicators and the analysis of the data provided.
- ✓ Promote Innovation as a systematic, continuous and wide-ranging process; promoting the Entrepreneurial character.
- ✓ Specify annual objectives that are aligned with this policy, identifying the requirements and resources necessary for their achievement.
- ✓ Encourage communication, and teamwork among all employees and different departments.
- ✓ Promote the professional development of all employees by training and enhancing their skills; We also try to meet their needs as far as possible and offer them a satisfactory work environment. In addition, we want to place the remuneration above the average of the labor market within our environment and sector; trying to be fair and without any type of discrimination, promoting equal treatment and opportunities in the workplace.
- ✓ Promoting the culture of quality, as well as health and safety at work, means a more efficient use of business resources and consequently means lower costs and higher productivity.
- ✓ Try to be austere and have an adequate control of spending. Promote transparency and honesty.
- ✓ All the initiatives and projects to start must be aligned with the positioning, strategy and policies of the company.

This Policy applies to all activities and centers of HIDRAL S.A. and will be subject to periodic review by the Management to adjust to the reality of each moment. This statement will be disseminated to all members of the organization, so that it is understood and taken into account in daily activities, and will also be available to companies and interested parties.

Signed: Florencio A. Chacartegui Gómez  
Managing Director