

EXCELLENCE IN QUALITY POLICY



This policy establishes the basic principles that will enable us to meet the needs and expectations of our customers



Purpose

The Top Management of CONSTRUCCIONES Y AUXILIAR DE FERROCARRILES, S.A. has the power to approve corporate policies that establish the foundations for homogeneous operation within the CAF Group (hereinafter, "CAF") in certain areas, establishing for this purpose, among other measures, general principles and criteria.

In accordance with the provisions of CAF's Sustainability Policy and Vision, the purpose of this Policy is to establish the basic principles that will enable us to meet the needs and expectations of our customers by offering products and services that are of high quality, and that are safe, reliable and available.

Scope

This Policy affects all CAF companies, in accordance with the provisions of Article 42 of the Code of Commerce, in all jurisdictions where CAF operates, and is applicable to all CAF employees.

In the case of investee companies that are not owned by CAF, the Company will endeavor to ensure that the principles, guidelines and limits are consistent with those that are set through this Policy in accordance with the legislation that is applicable in each case.

Main principles

We are guided by the following basic principles for action:

- To meet the needs and expectations of our customers, providing them with high quality products and services (that are also safe, reliable and available), beyond any contractual, legal or regulatory requirements.
- To implement systems that manage quality in our organizations through processes, and to maximize customer satisfaction and loyalty, balancing this with the achievement of results from other stakeholders.
- To promote the culture of excellence among our people and our external collaborators, involving them in the achievement of the objectives.
- To lead the definition, implementation and continuous improvement of the Corporate Management Model, as a fundamental tool for the sustainability of CAF.



Monitoring and control

The Executive Committee is the responsibility of ensuring compliance with this Policy, under the leadership of the signing Management, for which purpose the necessary internal control mechanisms defined in the Excellence in Quality Policy Development Manual will be established.

Revision and update

This Policy is intended to be permanent in nature, without prejudice to its periodic review by the Economic-Financial and Strategy Management (CFSO).

Approval and dissemination

This Policy is approved on Friday, December 18, 2020, the date on which it comes into effect, by the Economic-Financial and Strategy Management (CFSO).

So that its content is available to interested parties and recipients, this Policy will be published on the Company's website (www.caf.net), as well as on the CAF Group's Corporate Portal.

Date: 03/24/2021
Signature: Aitor Galarza
Economic-Financial and Strategy Management (CFSO)

