

QUALITY POLICY

Customer needs and satisfaction, together with the continual improvement of our competitive position in the market, guide Jofel's management.

Jofel's **management policy** seeks to enhance product quality, streamline customer service, improve health and safety conditions in the workplace and protect the environment, while improving the company's efficiency and results. In order to optimise the use of resources and meet customer expectations, Jofel operates a **quality management system**.

The fundamental pillars of the company's quality policy are:

- **RESPONSIBILITY:** the entire organisation is responsible for customer satisfaction, for understanding their current and future needs, for meeting their requirements and for dealing with complaints promptly and diligently.
- **LEGAL COMPLIANCE:** the Technical Department develops projects within the legal frameworks for each type of product, with the advice of external bodies.
- **CONTINUOUS IMPROVEMENT of processes:** at productive level as well as in management and support functions, with due attention to both external and internal communication, strengthening customer loyalty and working in a mutually beneficial relationship with our suppliers.
- **DATA- AND INDICATOR-BASED DECISION MAKING:** in order to align our actions toward the fulfilment of the objectives set.
- **CONTRIBUTION:** all the company's personnel share ideas to support improvements in quality, processes, service and customer care.
- **RESPECT FOR THE ENVIRONMENT:** adapting processes to the applicable legislation and regulations, working to minimise the use of energy resources, manufacturing with post-consumer recycled material in support of circular economy.
- **WORKPLACE SAFETY:** as an indispensable condition, creating a culture of prevention supported by risk identification, assessment and control. Prevention planning will seek a coherent approach that integrates technology, work organisation, working conditions, social relations and the influence of environmental factors at work.

The Management **is committed to disseminating this policy**, leading and engaging all personnel – the essence of the organisation – to achieve the objectives in a responsible manner.

Víctor Martínez Martínez
Jofel Industrial Management Commit
2 February 2026

A handwritten signature in blue ink, appearing to be "V. Martínez", written over a faint, stylized blue line that forms a large, abstract shape.