

The purpose of CITEL S.L.U. is to design, manufacture, and market high-performance technical fabrics for outdoor applications, meeting the expectations and needs of all interested parties while achieving the company's strategic objectives.

Management assumes full leadership of the Quality Management System, implemented in accordance with ISO 9001, and is committed to providing the necessary resources to ensure its maintenance, regular review, and continuous improvement.

**Our main commitments are:**

**1. Compliance with requirements and operational excellence**

- a. To comply with all applicable legal and regulatory requirements, as well as with commitments undertaken with customers and relevant interested parties.
- b. To ensure quality across all stages of the process, including design, development, manufacturing, and commercialization.
- c. To promote innovation and technological advancement as key drivers of competitiveness and product excellence.

**2. Customer satisfaction and market orientation**

- a. To actively listen to and understand customer needs, delivering reliable, high-value technical solutions.
- b. To ensure effective quality control and provide agile, efficient service, managing complaints and incidents in a structured and timely manner.

**3. People development**

- a. To provide continuous training and the necessary resources to ensure that personnel perform their duties competently, safely, and effectively.
- b. To promote a safe and healthy working environment based on respect, transparency, and collaboration.

**4. Environmental responsibility and sustainability**

- a. To integrate sustainable practices into our production processes, minimizing environmental impact.
- b. To promote waste reduction, responsible use of resources, and improved energy efficiency.

**5. Continuous improvement of the management system**

- a. To establish measurable quality objectives and periodically review their achievement.
- b. To analyze data, risks, and opportunities in order to optimize processes and outcomes.
- c. To ensure the active involvement of all personnel in maintaining and continuously improving the Quality Management System.

This Quality Policy is communicated, implemented, and maintained at all levels of the organization. It is made available through company information boards and the corporate website to ensure accessibility for all relevant interested parties.

**General Manager**