

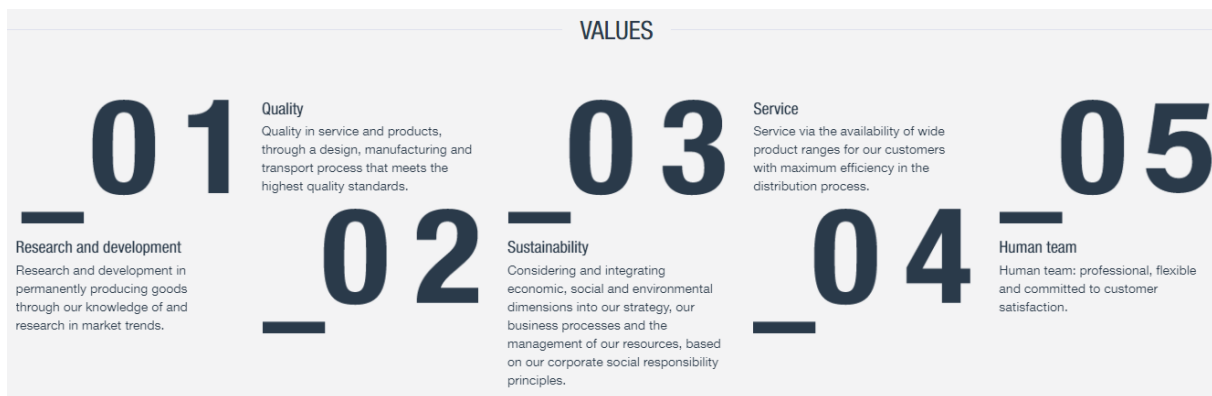
CSR MISSION, VALUES AND PRINCIPLES

MISSION

Comercial Salgar S.L. has the ambition of achieving sustained and sustainable growth in the international market, to be the European leader in bathroom furnishing solutions.

To achieve this, we aim to offer our customers maximum satisfaction, providing them with a wide range of products with an excellent price/quality ratio and level of service, built on business processes which comprehensively integrate our values and principles of corporate social responsibility.

VALUES



CORPORATE SOCIAL RESPONSIBILITY PRINCIPLES

Comercial Salgar S.L. shall comprehensively integrate the following Corporate Social responsibility principles in its business management:

1. Maximum transparency in management.
2. Focus on the sustainability of the company and society.
3. Respect for our employees.
4. Applying principles of excellence in management and customer focus.
5. To have an ethical and responsible relationship with suppliers.
6. To minimise the company's impact on its direct surroundings and on the environment.

QUALITY POLICY

The Sole Director of COMERCIAL SALGAR, S.L., considers that the excellent management of all processes and resources is an essential basis for the creation of value of all its stakeholders

Corporate Quality Policy

and believes that quality is one of the fundamental pillars that make up the set of corporate values of the company together with the Human Team, Innovation/Research and Service.

Quality is a measure of how our behaviour and development of our work is experienced by our customers. Only by ensuring the success of our customers can we ensure our own success, therefore our main objective is to be a company of excellence that is fully committed to society and to our customers, suppliers and partners.

The company's model to create value is based on profitable and sustainable growth and operational excellence with its customers, as a central element of all its activities.

The Corporate Quality Policy must contribute to the company's sustainable growth model, within the scope of the culture of excellence and the procedures related to quality management.

The purpose of this policy is to develop the company's instruments to reinforce competitiveness through efficiency in all processes, from the conception, design and development of products, through purchasing and procurement, manufacturing, the logistics chain, distribution of its products and after-sales management, paying particular attention to the excellent management of processes and resources to meet the highest expectations of our customers.

Achieving maximum customer satisfaction is in the DNA of all the activities carried out by Comercial Salgar, S.L.

In order to achieve an excellent level of quality in all our processes, each member of the team must ensure that they have completed their best work before moving on to the next process.

Total quality is based on two fundamental principles: it is created by each person in each of the processes and it is a process of continuous improvement.

In order to achieve the company's strategic objectives, the company establishes and promotes the following basic principles that govern all its activities in the field of quality:

1. Satisfaction of all the maximum needs and expectations of the customer as a priority objective.
2. Quality is the responsibility of each and every member of the company.
3. Operational excellence in all processes and zero product defects.
4. Comprehensive compliance with regulations and customer requirements.

These principles will be transmitted to all the members of the Company, and shall be applied at each and every one of the organisational levels of the structure of Comercial Salgar S.L..

Our primary objective is to be an excellent company, creating added value for our customers and for society as a whole.

SATISFACTION OF ALL THE MAXIMUM NEEDS AND EXPECTATIONS OF THE CUSTOMER AS A PRIORITY

1. We listen to our customers to understand their needs and gain their trust by providing them with the best products, services and solutions that meet or exceed their expectations and applicable requirements.

Corporate Quality Policy

2. Focus on excellence by working to identify, meet and even exceed their expectations.
3. Improving internal and external customer satisfaction, a central element of the of the company's activities and of the design and configuration of its products and service, so that these meet or exceed the customer's expectations, making them a key resource.
4. We need to offer the highest quality service in order to maintain an excellent relationship with our customers.
5. Any complaint/request must be dealt with diligently and efficiently within the established period.
6. Our customers need complete, accurate, timely and reliable information. Our aim must be to reduce wasted time through accuracy in our work, with total commitment to continuous improvement.

QUALITY IS THE RESPONSIBILITY OF EACH AND EVERY MEMBER OF THE COMPANY

1. Excellence in a job well done has to start with oneself, and must be at the top of our values. Every employee of the company must take responsibility for increasing the satisfaction of customers, work colleagues and partners and thus contribute to their success.
2. The involvement of all of the company employees through teamwork, information flow, transversality, internal communication, training, equal opportunities and recognition of achievements will be key to achieving the strategic objectives.
3. Quality measures the degree of excellence of a company. All the members of the company must be involved in how to improve all our processes today, tomorrow and in the future. The company will ensure that all employees are highly trained and involved in quality improvement.
4. Therefore, every single worker at the company is aware of the importance of moving to the next step of the process always with the highest level of quality, detecting any slightest irregularity, so that it is possible to deal with any incident, should one occur, as soon as it happens and thereby prevent it from turning into something more serious.

OPERATIONAL EXCELLENCE IN ALL PROCESSES AND ZERO PRODUCT DEFECTS

1. The promotion of operational excellence, fostering a culture of continuous improvement and excellence in management, with the aim of increasing competitiveness and creating value for shareholders, company professionals and other stakeholders.
2. To promote the maximum quality of our products and services through the excellence of our customer-oriented processes, product research and development, purchasing and manufacturing processes, internal and external logistics processes, digitalisation and communication processes and any other established management process.

Corporate Quality Policy

3. Comercial Salgar is committed to excellence and has established in Integral management System that provides a framework to measure and control its processes through the balanced scorecard and in this way it is able to analyse and make the best decisions that lead to the improvement of all its processes.
4. The aim is to achieve 'zero defects' in all its production processes, a concept clearly visible in the Production System of Comercial Salgar.
This same policy is applicable to the purchase of any other product, both in procurement and in the products marketed for direct sale to customers.

COMPREHENSIVE COMPLIANCE WITH REGULATIONS AND CUSTOMER REQUIREMENTS

1. Strict compliance with safety standards, all national and international legal regulations, customer and other stakeholder requirements in relation to all our products and services will be a constant in the development and growth of the company.

This policy and all its principles will be communicated clearly and openly to all levels of the organisation using the internal communication tools.

It will be available to all company employees and stakeholders on the company website.

MANAGEMENT INDICATORS

- Logistics Quality – Delivery. % Incidents (Units) / Sales (Units)
- Manufactured Product Quality – Production. % Incidents (Units) / Sales (Units)
- Customer Service Management Quality. % Incidents (Units / Sales (Units)
- Customer Origin Quality. % Incidents (Units) / Sales (Units)
- Non-Quality Costs (Euros)
- Average incident management time

RESPONSIBILITIES

The management of the Company is responsible for the approval of this policy and of any associated changes. It is also responsible for ensuring that all defined principles are understood and put into practice, as well as for training all personnel to acquire the necessary skills to carry out the policy.

The directors and managers of the company are responsible for the implementation of this policy and for ensuring it is correctly followed.

Corporate Quality Policy

The Quality Manager must ensure that this policy is applied in all the company's Departments, and must also make sure it is reviewed regularly and that all parties involved are informed of any relevant changes.

Zaragoza, 8 March 2022

Signed

Milagros Salinas Villalba

Juan José Cortés Royo

Joint and Several Directors of COMERCIAL SALGAR S.L.