

ANNEX II: QUALITY POLICY

The General Management of SALLÉN AVIACIÓN, S.A., aware of the obligations imposed by the Quality Management System according to ISO 9001:2015, declares, publishes, and makes known to the entire organization and interested parties its Quality Policy, which consists of:

- Establishing an effective and efficient Quality Management System, developed in collaboration with all teams within the company and with the support of General Management.
- Ensuring improved service by meeting the requirements of our clients, as well as the legal and regulatory requirements associated with the product, offering effective and prompt work based on market and client demands.
- Ensuring that all personnel are fully familiarized with and aligned with the company's General Objectives through a training and development program at all levels.
- Informing clients of any event that may cause a breach in the performance of any requested service.
- Handling client complaints or grievances with the highest priority to address any potential deviations.
- Achieving full client satisfaction through strict adherence to contracted requirements and the Quality Management System.
- Maintaining a high level of continuous improvement in processes within the company to ensure constant evolution to meet client needs.

To achieve these goals, SALLÉN AVIACIÓN, S.A. defines reference quality objectives and communicates them to all personnel.

By monitoring these objectives, the effectiveness of the management system is analyzed and adjusted based on the values obtained.

The main indicators focus on product quality and delivery times to clients.

Thanks to the involvement and commitment of the Management of SALLÉN AVIACIÓN, S.A., periodic reviews are conducted, feasibility studies of proposed improvements are carried out, whether originating from clients or internal personnel, and actions are taken in all areas of the organization that are most favorable to this commitment.

SALLÉN AVIACIÓN, S.A. is dedicated to the development of its people and recognizes the importance of the human factor. Therefore, it declares its commitment to establishing and implementing policies that promote equality of treatment and opportunities between women and men, ensuring that no discrimination of any kind is tolerated.

To this end, the organization adheres to principles and values, including a commitment to equality, and therefore adopts measures aimed at preventing inequalities in various areas, establishing this as a strategic principle of the company.

The Management of SALLÉN AVIACIÓN, S.A. is committed to continuing awareness efforts in this regard, making this policy known as the foundation of the organization to engage personnel in continuous improvement to ensure competitiveness within the sector. This commitment supports economic development and growth, ensuring the fulfillment of requirements defined by our current and potential clients, as well as increasing their trust and satisfaction.

Fdo. Dirección de Sallen Aviación, S. A

A handwritten signature in black ink, appearing to read 'Manuel Sallén Rosello', written over a faint horizontal line.

Manuel Sallén Rosello