

	QUALITY AND ENVIRONMENTAL POLICY Pamesa Grupo Empresarial	Version: 7
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“ALWAYS IN CONTINUOUS DEVELOPMENT”

Pamesa Grupo Empresarial is recognized worldwide as one of the leading companies in the ceramic sector, designing, manufacturing, and marketing ceramic products. The company is firmly committed to sustainable development in all its dimensions and promotes job creation and wealth, betting on talent management, environmental responsibility, and ethical and socially responsible action towards society and the territory.

This Quality and Environmental Policy is aligned with the Group’s strategic vision and with our values: **commitment, excellence, sustainability and innovation**, having sustainability as the reference framework in all our actions.

The Management of **Group Pamesa** uses the Integrated Quality and Environmental Management System as a tool to organize and manage internal processes, establishing the commitments and principles in compliance with the following points:

1- Human Team

Human Team is a fundamental pillar of **Grupo Pamesa**, with its commitment and experience being key to continuous improvement in quality and the environment. To strengthen their performance, we promote **continuous training** and provide the necessary resources so that everyone actively contributes to process optimization and reduction of environmental impact.

Awareness plays an essential role in integrating good practices within the company. A culture of **awareness and responsibility** is fostered, in which staff actively participate in environmental management and regulatory compliance.

2- Compliance with regulations and customer requirements

We are committed to complying with applicable legislation, ensuring the responsible management of **natural, economic, and social resources** in the short, medium, and long term. We adopt proactive strategies to reduce environmental impact, optimize the use of resources, minimize waste generation, and promote more efficient and sustainable technologies. In addition, **we invest in and develop renewable energies**, contributing to the reduction of greenhouse gas emissions and promoting a more sustainable production model.

In our commitment to **customer and stakeholder satisfaction**, we guarantee compliance with their specific requirements and maintain ongoing **dialogue** to adapt to their needs, offering innovative solutions aligned with the highest quality and environmental standards.

3- Continuous Improvement

Continuous improvement is key for the company. We carry out regular evaluations to identify risks, opportunities, and changes that may affect the organization. Based on these analyses, we adopt preventive measures and improvement actions that ensure optimal performance, minimizing our environmental impact while guaranteeing the quality of our products and services.

4- Research and Development

Research and development are a constant commitment of Grupo Pamesa, continuously driving innovation and the incorporation of the latest technological advances. Customer requirements and our commitment to Quality and the Environment are integrated as an essential and non-negotiable principle in the design, manufacturing, and marketing of new products, ensuring innovative solutions that provide maximum value in every piece.

5- Customer Satisfaction and Stakeholder Communication

We establish **effective communication channels** that enable us to **meet our customers' needs and expectations**. We foster **transparency and communication** with suppliers and contractors that provide mutual value, ensuring that all defined management criteria and requirements are met. In this regard, we promote the integration of **Corporate Social Responsibility (CSR) principles and business ethics** into our supply chain.

At Pamesa Grupo Empresarial, we are committed to **excellence, continuous improvement, and respect for the environment** in all our activities. For this commitment to become a reality, it is essential that each person in the company assumes responsibility and actively contributes to applying the principles set out in this Policy.

Management ensures the necessary resources for its compliance, fostering a culture based on **quality, efficiency, and environmental care**. Furthermore, this Policy serves as a guide for setting objectives aligned with our values and strategies.

The success of its implementation depends on all of us. If each person demonstrates real and ongoing commitment, we can generate a positive impact on society, the environment, and the growth of the company.



D. Fernando Roig Alfonso

President **Pamesa Grupo Empresarial**

28 February 2025