

## Our commitment...

For Pedelta, quality and meeting the needs and expectations of our customers and employees determines the well-being of our company. As part of our internationalisation strategy, and with a strong focus on innovation and excellence in the quality of our services, our commitment is aimed at:

- Understanding quality and environmental management as strategic elements for the operation of the company, fulfilling the contractually agreed requirements through the application of our Quality Management System based on ISO 9001:2015 and 14001:2015 and any other applicable legal requirements.
- Ensuring, through risk-based thinking, the satisfaction of our customers, developing technical solutions that respect the environment and the social and cultural situation where they are located.
- Providing highly qualified services, with good innovative and creative knowledge and the experience, skills, expertise, ethics and resources needed to provide a timely and effective technical service that contributes to the business objectives and loyalty of the customers, within the legal, market, cultural, economic and social framework where the business is operating, adopting the appropriate decisions and with the following scope: **Studies of feasibility and/or alternatives / Structural evaluation studies / Projects for construction, renovation, repair and R&D+i / Supervision of projects / Inspection and management of bridges and structures / Technical assistance and site management during the work.**
- Assigning resources for the implementation and continuous improvement of the System and our organisational processes, encouraging our employees to have a sense of responsibility with respect to customer service and the quality and technical excellence of our work and concern for the environment, providing the appropriate training, direction and support for the development of their careers and to motivate them to seek continuous improvement in the tasks performed.
- Making this policy available to interested parties.

All of this will allow us to guarantee the future of the company promoted through quality, reliability and respect for the environment, in its pursuit of professional excellence.

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