



## QUALITY POLICY

**ARNAL** is a group of companies, operating since 1971, dedicated to the Professional Services sector at state level. To this end, it offers its clients a high degree of experience and professional qualification with the aim of providing an efficient service of the highest quality.

**ARNAL** continues to face its transformation with the aim of adapting to the new needs of the market and society to become, in this way, a reference model in professional knowledge, service and innovation.

The transformation of the three lines of business, BPO and legal Services, Real Estate, Business Consulting and Law Firm, has been deepened to provide them with a more modern structure and organization and to implement in a more extensive way the use of recent technologies.

**ARNAL's** Management understands that the current times require an important adaptation of the provision of services and, in addition, the market environment as well as the volume, that has been acquired, require strengthening everything related to the brand, internal organization, technology and market positioning.

The changes faced do not vary anything, on the contrary, they reinforce the commitment to quality and the achievement of a high degree of satisfaction of our clients whether they are financial institutions or their customers.

Aware of the importance of our commitment to quality and customer satisfaction, we structure our development through a Quality Management System in accordance with the UNE-EN-ISO 9001:2015 Standard, based on the following principles:

- **COMMITMENT** with our clients and interested parties, always complying with their demands and requirements with the aim of satisfying their needs, respecting the applicable legal requirements and other requirements that the organization subscribes, always maintaining an ethical and responsible behaviour.
- Identify the context of our organization and determine the risks and opportunities to achieve **CONTINUOUS IMPROVEMENT** of the organization. Considering **QUALITY** as a strategic element in the organization and raise awareness and motivate professionals on the importance of the implementation and development of a quality system.

- We understand that professional services, in their most current version, need a deep component of INNOVATION, not only reduced to the use of technologies, but also in the search for new formulas to provide services, more in line with the expectations that customers have about our performance.
- IMPLICATION of all staff in achieving our internal objectives and involving each one of the employees in the improvement of the company, carrying out a TEAM WORK.
- PERSONALIZED ATTENTION, as each of our clients has a contact person or department that will manage their case and will attend, inform and advise them at any point in the process. He will be at your disposal to clarify any doubt that may arise.
- To encourage and promote integral prevention, through the active protection of workers' health and safety.
- ARNAL's team has a high degree of knowledge and extensive EXPERIENCE, which guarantees a high level of professionalism throughout the process. We have technological tools that allow us to monitor and control the work process to avoid errors and malfunctions, providing a better service and better information to our customers.

To carry out all this, the General Management establishes all the means and resources necessary to implement them, as well as for this policy to be cooked, understood and put into practice by all levels of the organization.

***Joan Piñol Arnal***

*Director General*