

QUALITY POLICY

The Management of Cintra aware of the commitment that they have taken on with their clients, have established the general objective of implementing and maintaining a quality management system for the activities involved in the implantation and operation of transportation infrastructure concessions. The intention in doing so is for Cintra to remain a company of reference within its industry.

With the objective of achieving quality in service being a basic element in the culture of our company, the following requirements and commitments have been defined:

- To become familiar with the needs and expectations of our clients in order to design products and services that will fully satisfy them.
- To comply with regulations and legislation as well as with the norms in effect in the different spheres of application.
- To improve continually the efficiency of the quality management system, establishing and monitoring objectives.
- To protect the environment and to prevent pollution.
- To optimize the performance of all the processes as well as the use of natural resources and raw materials, controlling their impact on biodiversity and energy consumption.
- To include quality needs in training programmes and promote the establishment of good practices and continuous improvement in the process by the personnel of Cintra.

Achieving maximum quality in the products and services that we offer is the responsibility of everyone who works at Cintra, as well as of our providers and subcontractors.

Madrid, 18th May 2017