

# VOLKSWAGEN

GROUP SERVICES

## Quality Policy

Taking responsibility for recognition as a partner of the Volkswagen Group, **Volkswagen Group Services** develops its activity seeking to be competitive and thus be up to the challenges to be faced, by the Group and those imposed by the labor market. We believe that, by investing in excellence and specialization, we are in line with the Volkswagen philosophy and constitute a fundamental element for the Customer's value chain and for Employees, contributing to their satisfaction. We are committed to delivering exceptional services that meet and/or exceed our customers' expectations. We recognize that our success is based on our employees, processes and customer satisfaction.

### Our Commitment:

**Employees** - We value our employees as the driving force behind our success. We are dedicated to creating a supportive and inclusive work environment that fosters collaboration, innovation, and continuous learning.

We invest in the professional development of our employees, providing the necessary training and tools for the performance of their duties.

We promote a culture of empowerment, where each individual is encouraged to contribute their skills and ideas to achieve our quality goals.

We work to maintain collaboration with the Workers' Committee.

**Processes** - We believe in the power of well-defined and efficient processes. We strive for the continuous improvement of our processes in order to leverage the quality, consistency and efficiency of our services.

We follow industry best practices and adhere to relevant quality standards and regulations. Through regular monitoring, measurement and analysis, we identify areas for improvement and implement corrective measures to ensure the effectiveness of our processes.

We encourage a culture of process responsibility where all employees are motivated to maintain quality levels.

**Customers** – Our customers are at the epicenter of what we do. We are committed to understanding your needs, expectations and challenges. Our goal is to provide customized solutions that are valuable and exceed your expectations.

We actively seek feedback from our customers to continuously improve the services we provide while improving their customer experience.

We are dedicated to delivering work on time while seeking to ensure high customer satisfaction.

**Continuous improvement** – We are committed to a culture of continuous improvement. We regularly review and evaluate our quality management system to identify opportunities for improvement. We use innovation and technology for efficiency and encourage all employees to contribute to an environment with a culture of innovation, creativity and problem-solving.

**Compliance** – We are dedicated to complying with all relevant quality standards, regulations and required legislation. We make sure that our services meet the comparative quality cases applied in the industry.

We keep records of the appropriate documentation as well as the traceability and accountability of all matters involving the company's Compliance.

**Communication** – We promote effective communication at all levels of the organization. We encourage transparent communication channels that ensure a shared understanding of customer quality, objectives, processes and requirements.

<b>Approval:</b>						<b>Reference:</b>	E.PE.D.PQ
<b>Documento idêntico ao original assinado, à data da sua impressão.</b>						<b>Emission:</b>	18/05/2016
						<b>Revision:</b>	16/09/2024
CEO VWGS Iberia	COO Barcelona & Madrid	COO Portugal	COO Navarra & Valencia	CFO VWGS Iberia	CHRO VWGS Iberia	<b>Version:</b>	09

# VOLKSWAGEN

## GROUP SERVICES

We value feedback and actively seek input from our employees, customers and stakeholders for continuous improvement of our system.

In this sense, we maintain the Quality Management System in accordance with the ISO 9001 standard, ensuring the continuity of sustained growth. We are committed to the Continuous Improvement of our performance in the provision of outsourcing and temporary work services.

Our values:

- I) **RESPONSIBILITY**  
WE TAKE ON RESPONSIBILITY FOR THE ENVIRONMENT AND SOCIETY.
- II) **HONESTY**  
WE ARE HONEST AND SPEAK UP WHEN SOMETHING IS WRONG.
- III) **BRAVERY**  
WE BREAK NEW GROUND.
- IV) **DIVERSITY**  
WE LIVE DIVERSITY.
- V) **PRIDE**  
WE ARE PROUD OF THE WORK WE DO.
- VI) **SOLIDARITY**  
WE NOT ME.
- VII) **RELIABILITY**  
WE KEEP OUR WORD.

This Policy is reviewed periodically to ensure its relevance and alignment with our organization's objectives. It serves as a guideline for all employees, who are expected to maintain the highest values in the quality of their work. It is communicated to and available to our employees, the people who work with Volkswagen Group Services and the interested public.

*"Working together we will be stronger to win new business,  
to face challenges and build a sustainable path forward."*

<b>Approval:</b>						<b>Reference:</b>	E.PE.D.PQ
<b>Documento idêntico ao original assinado, à data da sua impressão.</b>						<b>Emission:</b>	18/05/2016
						<b>Revision:</b>	16/09/2024
CEO VWGS Iberia	COO Barcelona & Madrid	COO Portugal	COO Navarra & Valencia	CFO VWGS Iberia	CHRO VWGS Iberia	<b>Version:</b>	09