

QUALITY POLICY



The Talgo Management system is based on people, experience, and innovation. Its ultimate goals are to achieve its customer's complete **satisfaction** and the **continuous improvement** of its products and services.

For this purpose, Talgo Management is committed to:

- ▶ Enhance the talent of Talgo **people**, providing them the needed support for their professional development, so they contribute to the improvement of Talgo Management system and the achievement of the objectives of the company.
- ▶ Promote the use of Talgo **experience** in the design, manufacturing and maintenance of rolling stock and equipment for the railway industry, using **innovation** to improve the products, ensuring reliability and safety of Talgo's products and value of services.
- ▶ Provide the necessary **resources** to achieve these results, including the commitment to comply all legal, regulatory and customer requirements in all projects (products and services) developed by Talgo.
- ▶ Promote a **process approach** within Talgo organization, through definition, improvement and systematic management, enhancing the standardization wherever Talgo is present, both in domestic and international markets.
- ▶ Enhance, for each Talgo process, risks **anticipation** and failure **prevention**.
- ▶ Promote the communication and **collaboration** with clients, suppliers, administrations, railway entities and other stakeholders to continuously improve Talgo products and services.

Carlos de Palacio y de Oriol
President

Las Matas, April 20, 2018