

Madrid, 14 February 2020 QUALITY POLICY The Management of IUS + AEQUITAS ABOGADOS is aware of the importance for the firm to satisfy the needs and expectations of its clients in the activities of: Legal advice and procedural assistance in the following fields of practice: Litigation, Criminal, Administrative, Civil, Commercial, Intellectual Property, Labour and Insolvency Law. Tax and accounting management and processes. To fulfil this commitment, Management have established a Quality Management System in accordance with the UNE-EN ISO 9001:2015 standard, the basic pillars of which are:

- Establishing Quality Management as a strategic element for the operation of the organisation.
- Complying with all legal and regulatory requirements, as well as all commitments that the organisation subscribes related to the quality of the provision of its services.
- Meeting the requirements of interested parties.
- Understanding the current and future needs of our client in order to achieve complete client satisfaction.
- Providing effective advice, continuous support, compliance with agreed deadlines and providing immediate attention to possible claims.
- Promoting the training and awareness of employees by ensuring the level of training, motivation and technical means necessary for the efficient development of their activities.
- Focusing our efforts on a continuous improvement of the quality of our services and improvement in the efficiency of our processes, fostering relationships with our clients.
- Establishing and regularly reviewing objectives and goals in accordance with the commitments undertaken.
- Creation of the appropriate work environment by facilitating the participation of personnel in all activities and in the achievement of the objectives set. Mr Eliseo M. Martínez Managing Director This Policy, appropriate to our organization, is communicated to and understood by our personnel, and there is a commitment on their part to Quality Management.