

## Quality Management Policy

In **DEL CANTO CHAMBERS** the fulfilment of the requirements, needs and expectations of our clients is a shared value that demands the highest levels of quality of the company in all our services, among which the following stand out:

- Legal Due Diligence services for the acquisition of companies.
- Purchase and sale of real estate by foreigners.
- Obtaining residence permits in Spain
- Drafting of a legal and fiscal opinion

The management team of DEL CANTO CHAMBERS, considers that the ideas of **Quality and Continuous Improvement** must be present in all the activity of the company, and therefore declares the following as strategic objectives of its management:

- To permanently occupy the leading position in the market.
- To achieve **Quality improvement through** leadership in all areas of the company, bearing in mind the analysis of the result of the processes as a measure to be able to control continuous improvement, and the specific commitments relevant to the context of the organisation.
- To achieve full customer **satisfaction**, providing maximum compliance with product and service requirements and strictly fulfilling the contracted requirements.
- Comply with **legal requirements and regulations applicable** to the services offered in all company activities and other requirements to which the organisation may subscribe.
- To achieve maximum competence in Quality in all its collaborators.

In order to achieve these premises, it is the policy of the management team to lead and promote the implementation of the following actions through its commitment and support:

- Establish and maintain a Quality System, planned and developed in conjunction with the other functions of the management team, and regularly verified to ensure its adequacy and effectiveness, so as to ensure the realisation of **continuous improvement**, the readiness to meet and satisfy the **needs of our customers** and to review and carry out **legal and regulatory compliance** on the services we offer, all within the context of the organisation and supporting its strategic direction.
- Structuring an organisation according to the needs for the **fulfilment of the objectives** set, so that individual efforts contribute in a coordinated way to the efficient achievement of these objectives.
- To instruct, raise awareness and involve all staff in the management and development of the implemented Quality System.

The Management System is based on the requirements of the **UNE EN ISO 9001** standard, which must be complied with by the entire organisation.

The management team of DEL CANTO CHAMBERS is responsible for ensuring that our management policy is known, understood and applied by our entire team and by all persons working on its behalf and that it is available to **clients and interested parties** and that it is reviewed to ensure its validity and adequacy.