

At Holaluz we have a very clear purpose: to achieve a totally sustainable planet. To achieve this, we lead the Rooftop Revolution with which we connect people to 100% green energy. We have been working for a fairer and more sustainable energy model for more than 10 years, always with our values as our flag:

1. **#SayThingsAsTheyAre.** Transparency in all actions with our clients, team members and partners, is the most powerful tool we have to build what makes us unique: trust. We say what we think and do what we say, always with assertiveness and sincerity. We trust ourselves and others.
2. **#HaveFun.** Changing the world is a long and exciting journey. Having fun along the way makes us even more creative and effective.
3. **#AlwaysPeopleFirst.** Our work model is inclusive and human, prioritizing the integral development of our professionals, placing the client at the center of our action and building satisfactory relationships where transparency, honesty and simplicity are essential tools to generate the trust that allows our growth. and sustainability.
4. **#KeepRowing.** We believe in responsible, self-sufficient teams capable of self-organization to achieve the objectives that we jointly set. We work by projects and by objectives.
5. **#Espossible.** There is ALWAYS a way to get things done to keep moving towards a planet powered by 100% green energy. Finding a way to achieve it makes us unique.

In order to achieve the expected objectives, at Holaluz we adopt the following lines of action and commitments:

1. We establish a continuous training plan so that all Holaluz employees, members and interested parties have the necessary knowledge to carry out their professional activity.
2. All Holaluz professionals and managers have the obligation to report any improper action that we observe within the organization immediately.
3. We guarantee the maximum confidentiality regarding the communications and complaints received, as well as the identity, without prejudice to the legal obligations in this regard.
4. We establish quality objectives based on continuous improvement:
 - Review of the quality system and periodic updating of processes.
 - Implementation of a policy of continuous improvement.
 - Implementation and development of an integrated quality management system based on the UNE-EN ISO 9.001:2015 standard.
 - Internal and external audits of the management system.
 - Quantifiable and measurable objectives through indicators. All of them constitute the quality objectives, whose degree of compliance we periodically evaluate.
5. The quality of the service and the product that we offer to the client is the result of planned and systematic actions of prevention, detection, correction and continuous improvement in them.
6. We are committed to implementing quality management through the Integrated Management System to guarantee its effectiveness.
7. We are committed to complying with the current legislation of any country in which we carry out our activity. Also with that of nationally and internationally accepted good practices. We reject any action that implies a disregard for legal norms or appropriate principles of conduct.