



We are committed to maintaining our position as a leading provider in the delivery of essential services to individuals, buildings, and cities, generating social value and ensuring the provision of high-quality services across all areas in which we operate. This commitment is underpinned by a strong service vocation and by the professional, responsible performance of our employees, as well as of all individuals and entities collaborating with Clece and its subsidiaries.

On a continuous basis, we seek to identify and understand the actual needs of service users, their families, our institutional clients, and the public administrations with which we collaborate. This close and proactive approach enables us to develop tailored solutions, drive the continuous improvement of our services, and reinforce the trust placed in our organisation.

Our purpose is to enhance people's quality of life by making it safer, more accessible, and more dignified. We act with professionalism, sensitivity, and respect across key sectors including social care, education, healthcare support services, airport services, security, cleaning and maintenance, environmental services, and elderly care. In doing so, we aim to support all individuals who rely on our services by promoting their wellbeing and consistently ensuring the highest standards of quality, accessibility, and person-centred care.

Clece adopts a management model that integrates operational efficiency with social responsibility and a firm commitment to people, particularly those in vulnerable situations. Accordingly, we promote inclusive employment practices, the wellbeing and development of our workforce, and a corporate culture grounded in ethics, transparency, and continuous improvement.

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CLECE AND SUBSIDIARIES CUSTOMER SERVICE GUIDELINES

Corporate Document · Law 10/2025 · Web Version

1. Clece's Commitment to Customer Service

As a leading provider of essential services to public administrations and private entities, Clece is committed to delivering a customer service function that is accessible, responsive, and person-centred, in full compliance with the provisions of Law 10/2025. This document establishes the corporate framework governing the management of Customer Service across Clece and its subsidiaries.

These guidelines shall be applied consistently across all business areas, territories, and organisational divisions, thereby ensuring a unified and standardised model in terms of quality, accessibility, and service delivery.

2. Corporate Customer Service Guidelines

- 2.1 **Ensure the availability of free and accessible communication channels**, including a dedicated 900 telephone line, email, online forms, postal address, and written communications.
- 2.2 Ensure that **Customer Service information is clearly displayed and prominently accessible on the homepage of corporate websites**.
- 2.3 Assign a **unique reference identifier** to each complaint or claim to enable effective tracking and monitoring.
- 2.4 Maintain **corporate websites** in accordance with principles of clarity, readability, and accessibility. This includes the use of clear language, structured formats, and accessible visual elements. Accessibility is further enhanced through the implementation of dedicated tools that allow users, including those with disabilities, to adapt the interface to their specific needs.
- 2.5 **Provide services in co-official languages** where applicable, ensuring that assistance is available in Spanish and, where required, in the official language of the relevant autonomous community in which the service is delivered.
- 2.6 **Process each complaint or claim individually, ensuring that it is handled fairly, objectively, transparently, and impartially**, in accordance with the established internal complaints handling procedures.
- 2.7 **Promote equal treatment and prohibit any form of discrimination** based on race, colour, nationality, social origin, age, gender, marital status, sexual orientation, ideology, political opinion, religion, or any other personal, physical, or social condition.

- 2.8 Manage all stages of the process in accordance with a **customer-centric approach**, remaining receptive to feedback and demonstrating a clear commitment to effective and timely resolution.
- 2.9 **Ensure that complaints and claims are resolved within a maximum period of 15 working days, and within 5 working days in cases involving incorrect charges.**
- 2.10 Guarantee access to direct human assistance, **minimising reliance on automated or non-personalised responses.**
- 2.11 **Provide clear information regarding available alternative dispute resolution mechanisms.**
- 2.12 **Ensure the organisational separation of Customer Service functions from operational units in order to guarantee independence and objectivity.**
- 2.13 **Guarantee the confidentiality and protection of personal data.** Personal data shall not be disclosed to third parties except with the explicit consent of the data subject, where legally required, or in compliance with judicial or administrative mandates.
- 2.14 **Provide ongoing training to personnel** engaged in customer-facing roles, ensuring the continuous development of the skills required to deliver effective and high-quality service.
- 2.15 Ensure a **sustained commitment** to the monitoring, evaluation, and continuous improvement of complaint and claims management processes.
- 2.16 **Maintain and continuously enhance quality management systems in line with applicable standards and corporate objectives.**

www.clece.es

3. Unified Corporate Framework

These guidelines shall be mandatorily applicable to all Clece companies, business units, Regional Directorates, and subsidiaries. They establish the official framework governing the Customer Service function in accordance with the provisions of Law 10/2025, dated 26 December, and must be duly incorporated into corporate websites, internal procedures, and all documentation associated with contracts and commercial offers addressed to consumers and end users.

For any queries, reviews, or updates concerning the Customer Service framework, the **Customer Service Unit (CSU)** shall act as the competent authority and will coordinate with the relevant departments to ensure the proper implementation and compliance with these requirements.

Customer Service Unit

