

9.2. CUSTOMER SATISFACTION.

In addition to introducing measures that make it possible to identify violations of users' rights, the RCCelta Group has already introduced measures that ensure that the activities and processes are carried out properly (and, therefore, lead to satisfied customers and users).

As mentioned in other parts of this report, the Group has implemented different Quality systems under the UNE EN ISO 9001:2015 standard, certified by the AENOR certification entity and described in the following table:

ENTITY	CERTIFICATE SCOPE	AUDIT
FUNDACIÓN CELTA DE VIGO	Economic, administrative and financial management. The provision of administrative, accounting, tax, treasury, internal monitoring services and reports for the financial area on the different activities of the Celta de Vigo Foundation for both internal consumption by senior management and for external consumption by stakeholders and public and private bodies. The management of the Organisation's human resources.	May 2021
	Security management and management, conservation and maintenance of the sports facilities and head offices.	July 2021
REAL CLUB CELTA DE VIGO, S.A.D.	Security management and management, conservation and maintenance of the sports facilities and head offices.	July 2021
	Economic, administrative and financial management. The provision of administrative, accounting, tax, treasury, internal monitoring services and reports for the financial area on the different activities of Real Club Celta de Vigo for both internal consumption by senior management and for external consumption by stakeholders and public and private bodies. The management of the Organisation's human resources.	May 2021
	Security management and management, conservation and maintenance of the sports facilities and head offices.	July 2021

AFOUTEZA E CORAZÓN, S.L.U.	<p>Economic, administrative and financial management. The provision of administrative, accounting, tax, treasury, internal monitoring services and reports for the different areas of business of Afouteza e Corazón, S.L.U. such as the operation of the commercial areas in catering and restaurants (whether its own or not) and the management of medical services through the clinic, and for external consumption by stakeholders and public and private bodies. The management of the Organisation's human resources.</p>	<p>May 2021</p>
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In conjunction with the Group's Quality Systems, it uses specific tools to measure the degree of satisfaction of the main stakeholders, such as:

FAN SATISFACTION SURVEYS.

At the end of each season, an online channel is set up where fans can assess different aspects in relation to the services at the facilities. In the 2019/2020 season, given the situation caused by COVID-19, even though the competition resumed with matches being held behind closed doors, the RCCelta Group did not feel that it was essential that they be held, but in the 2020/2021 season fans were allowed into the stadium for the first team's last match of the season at the Abanca Balaidos Stadium. After the match, those who attended were sent a questionnaire on satisfaction and the assessment was positive, particularly in relation to physical safety at the facilities and the measures adopted in relation to Covid-19.

SURVEYS TO MEASURE SERVICES.

Due to the situation caused by COVID-19, and given that no one knew when the crowds would return to the stadiums, we were unable to hold the season ticket campaign "as usual", meaning that it was not deemed necessary to have a survey to assess the service.

SURVEYS ON THE FOUNDATION'S ACTIVITIES.

In the 2020/2021 season a survey was given to the participants in the 2021 Easter week clinic, with the parents giving a very positive assessment.

In the 2019/2020 season, given the situation caused by COVID-19, although an online plan was designed in order to maintain physical activity and learning about healthy habits in the case of the children enrolled in the football schools, the RCCelta Group did not consider it essential to put it into practice.