

QUALITY POLICY

Management has defined and communicates its **Quality Policy**, ensuring that it is appropriate to the business strategy and that it includes guidelines and commitments regarding the quality of products and services, customer satisfaction and improvement, to be understood and applied in the organization.

We are committed to deliver excellence on our products and services, with a view to our growth and constant continuous improvement, complying with the requirements of **ISO 9001** and the legal requirements applicable to the products and services provided.

WE RELY ON THE FOLLOWING PRINCIPLES

- Satisfied and consequently loyal customers;
- Accountability and cooperation with partners, fostering dialogue and relationships of mutual trust;
- Promotion of personal and professional development through training and awareness programs for employees;
- Implementation and continuous improvement of measures that optimize the results of the organization, namely the streamlining of processes through the installation of computer systems and the adoption of commercial and financial strategies for market penetration and customer loyalty.

THE QUALITY POLICY HAS BEEN ESTABLISHED IN ORDER TO PROVIDE A FRAMEWORK AND REVIEW OF QUALITY OBJECTIVES

Its dissemination and progressive internalization are made through meetings and awareness of employees. The verification of its understanding and implementation is carried out through internal audits and data analysis. The Quality Policy is revised together with the revision to the QMS and, extraordinarily, at the initiative of any employee. The Quality Policy is accessible to all interested parties through the company's website, social networks and Quality Manual.

Last updated: 10/22/2020