



## QUALITY AND ENVIRONMENT POLICY

InterApp Valcom's management, in order to guarantee our products quality, our customers satisfaction and the improvement of our environment has established its Quality Policy to be followed by all members of the Organization.

This policy is what guides us in a continuous improvement system and it is based in the following objectives or commitments:

1. Achieve full customer satisfaction from the beginning of the relationship.
2. Comply with all legal requirements, that are applicable to us because of the activity, in the scope of our processes performance, as well as in those activities related to environmental management. InterApp Valcom performance, in no case, can contravene the requirements and specifications established within the legal scope.
3. InterApp is fully committed to protecting the environment, including pollution prevention, as well as other specific commitments set by the company.
4. Carry out our work within a management environment that guarantees continuous improvement in our processes, in our methods of action and in our relationships with interested parties, through the establishment and periodic review of our quality and environmental objectives.
5. Communicate to the client, as far in advance as possible, the incidents that may occur and minimize the impact that these may have.
6. Promote an understanding and dissemination of our quality and environmental policy within our organization through ongoing training with our workers.
7. Improvement in technological innovation of our facilities focused on both quality and environmental aspects.
8. Continuously improve our quality and environment system based on the UNE-EN-ISO 9001: 2015 and UNE-EN-ISO 14001: 2015 standards.

In order to achieve these goals, InterApp Valcom's management promotes and encourages the execution of the following initiative:

- Establish, in all areas that require it, achievable and measurable objectives that will be followed up periodically.
- Maintenance of the Quality and Environment System by carrying out internal audits and periodic controls.
- Set clear and achievable objectives in terms of the Environment, implementing improvements that contribute to the improvement of our planet.
- Determination of Non-Conformities with respect to what is required by the client or what is established by the standards.
- Instruction and motivation of the personnel so that they integrate and contribute both to the Quality Assurance System and to the management of the Environment.