QUALITY POLICY

1. Purpose

The purpose of this Quality Policy is to define our commitment to delivering consistent, reliable, and high-quality services that meet or exceed client expectations, contractual requirements, and applicable regulatory standards.

2. Our Commitment

We are committed to:

- Providing services that comply with client specifications, project requirements, and applicable laws and regulations
- Maintaining a high level of customer satisfaction through timely, efficient, and transparent operations
- Implementing a risk-based approach to identify, assess, and mitigate quality-related risks
- Promoting a culture of continuous improvement across all company activities
- Ensuring that quality objectives are established, monitored, and reviewed regularly

3. Quality Management Principles

Our quality management approach is based on the following principles:

- Customer focus and understanding of client needs
- Leadership commitment and accountability
- Engagement and competence of personnel
- Process-based and systematic management
- Evidence-based decision making
- Continuous improvement

4. Roles and Responsibilities

Top management is responsible for:

- Establishing and maintaining this Quality Policy
- Providing adequate resources to implement quality objectives

- Ensuring that this policy is communicated, understood, and applied throughout the organization

All employees are responsible for:

- Performing their duties in accordance with established procedures and quality requirements
- Reporting non-conformities and contributing to corrective and preventive actions
- Supporting continuous improvement initiatives

5. Compliance and Continuous Improvement

We continuously monitor and evaluate our performance to ensure conformity with quality requirements. Corrective actions are implemented when necessary, and processes are regularly reviewed to enhance effectiveness and efficiency.

This Quality Policy is reviewed periodically to ensure its continued suitability, adequacy, and effectiveness.