

TECNASA QUALITY POLICY

At the wish of Senior Management, the Quality Manager has established and coordinated the implementation of a Quality System based on the requirements of the UNE-EN-ISO 9001: 2015 Standard "Quality Management Systems.

TECNASA, in its eagerness to offer quality products and services, has professionals with a long experience in the sector.

The scope of TECNASA's quality management system is for the activities of import, distribution, installation, integration and maintenance of electronic equipment and accessories. Design, development, installation and maintenance of software. The Quality System is aimed at the satisfaction of TECNASA's customers, thanks to compliance with the established requirements, in the terms and prices set.

In order to achieve this primordial goal, the entire organization is involved in offering clearly differentiating products and services to the rest of the products on the market. For this reason, each and every one of the workers and collaborators of our company have a very relevant role. TECNASA is aware that in order to achieve customer satisfaction, good coordination and internal management of the company is necessary with the collaboration and approval of all its employees. For this, with the implementation of the Quality System Tecnasa acquires the following commitments:

- To assure our clients the Quality, the management of our company is done according to the International Standard ISO 9001.
- Compliance with the requirements offered to clients, consolidating trust in our organization.
- Continuous improvement of processes, procedures and equipment to maintain a flexible production capable of adapting to the requirements of our customers.
- Assignment of efficient functions and responsibilities.
- Awareness and motivation of the Company's personnel on the importance of the implementation and development of a Quality System.
- Treatment of non-conformities and incidents to achieve the highest possible satisfaction of our customers.
- Guarantee compliance with the legal requirements that affect our activities, especially the safety conditions of the equipment that we commercialize.
- Address risks and opportunities based on understanding the context of TECNASA and the expectations and needs of interested parties.
- Training necessary for all our workers for the proper development of all activities, both productive and business.
- Select collaborators that offer a high quality service to our clients, guaranteeing compliance with the established requirements
- Maximum guarantee and after-sales service of all our products at an international level
- Minimize the costs of storage and distribution, to offer our customers the best prices.
- Reliability and long-term profitability thanks to the commitment to very high quality products.
- Information in real time, so that customers do not have to worry about tracking their orders.
- Specialized advice, from the pre-purchase phase to the start-up.
- The activities developed by TECNASA take into account the satisfaction, welfare and suggestions of the employees, as well as the clarity and confidentiality of our clients.

This Quality Policy provides a basic frame of reference for establishing and reviewing specific quality objectives that make our organization continually improve.

TECNASA through its Quality System wants to demonstrate to its customers, their concern and commitment to Quality and achieve a guarantee of future that only competitive organizations and the vanguard in the market can offer, but without forgetting at any time the mission and Business values.

Fdo: The Representative of the Board of Directors

May 28, 2019