

QUALITY POLICY

TRACE-TECH ID SOLUTIONS, S.L. is committed to offering its customers a process of continuous excellence with the highest possible quality. To achieve this, processes, goods, and services are continuously improved, always satisfying customers. The implementation of the quality policy is the responsibility of all members of the company's staff (operators, middle management, and management) making it mandatory that all staff recognize and accept the philosophy of providing quality services, accepting responsibility for their own production.

Commitment:

- I. Identify the needs and requirements of stakeholders (customers, suppliers, employees, management, owners, community, schools and universities, legal and regulatory bodies, emergency teams and media).¹
- II. Monitor and review the provision of services and processes, identifying possible errors and implementing the necessary actions to eliminate them.
- III. Provide extensive staff training, promoting a "do the right thing" attitude towards Quality.
- IV. Forge alliances with external suppliers and key players in the private and public sectors to ensure optimal business performance. Ensure that external suppliers and partners that may be used in the provision of our services also comply with the company's quality philosophy and policies.
- V. Achieve and maintain a standard of excellence in the operation of the business.
- VI. Maintain a reputation for honesty and integrity and ensure that this is reflected in all company activity. Comply with all applicable laws and regulations in all areas where it operates. Provide clear and accurate information to its employees, customers, and other stakeholders, avoiding misleading or fraudulent practices.
- VII. Ensure that the Quality Management System provides a framework for the management and control of Quality activities and helps to establish and review the company's strategic objectives.
- VIII. Ensure that all company policies and procedures have the full support of management.
- IX. Continually monitor and review the Quality Policy to ensure that it remains relevant and effective to the changing needs of all stakeholders.

¹ see ID 4.2-1 Interested parties.

- X. Ongoing business appraisal to ensure that the Quality of service offered meets customer expectations and all current and impending legislative requirements.
- XI. The effectiveness of the Quality System is monitored by planned audits, management reviews and customer satisfaction surveys to ensure the quality-of-service delivery.
- XII. Minimize environmental impact and promote sustainable practices by seeking and incorporating biodegradable materials in the products distributed in the Market and the proper management of common waste, special waste and waste arising from electronic equipment and appliances.
- XIII. Ensure that employees, both men and women, have equal opportunities, rights, and responsibilities in the workplace, without discrimination based on their gender. Eliminate the gender pay gap (fair and transparent remuneration, based on skills and experience, not on the gender of the employee) and encourage balanced representation of men and women at all levels of the organization, including management and leadership positions.

The description of the whole system, such as policy, processes, procedures and instructions, and the documented information, are described in the different documents that make up the Quality Manual in a simple and dynamic way, complying with all the requirements specified in the UNE-EN ISO 9001:2015 standard.

The quality management system described in this manual has been developed by **TRACE-TECH ID SOLUTIONS, S.L.** and has the approval and continuous monitoring of the company's management, acquiring the commitment to comply with the legislative and regulatory requirements, establishing and reviewing the quality objectives and goals. Management monitors that the integrity of the system is maintained when changes are planned and implemented.

This Quality Policy Statement will be reviewed annually. Responsibility for compliance with this policy rests with management, who will monitor the effectiveness of the policy and its associated initiatives.

This Quality Policy Statement is available on the shared IT system and on the website so that it can be viewed by all the company's stakeholders.