

## QUALITY AND ENVIRONMENTAL POLICY

VALID Soluciones Tecnológicas activities are developed within the ISO 9001:2015, IATF 16949:2016 and Environmental respect, complying with ISO 14001:2015 and, in order to meet the commitments and customer expectations, either internal or external. VALID management board defines an integrated policy, build over the following statements:


- **Customer Satisfaction** is a permanent and priority goal aiming to strengthen stable and long-lasting business relationships with our existing customers as well as to obtain new ones.
- Establish an effective **communication** between all the involved actors aiming to propitiate, bearing in mind the necessary environmental considerations, the adaptation of the customer requirements and its satisfaction level, periodically evaluating the whole system in order to detect any aspect to be improved under the umbrella of our regular business relationship and surveys complementary tools.
- Pursuing **excellence and continuous improvement** by establishing open hearing channels to receive any external or internal proposals and analyzing the communications and feedback of our products, services, environmental aspects and labor risk prevention.
- Meet with all **legal requirements** from public or private entities applicable to our business as well as any other requirement that our company subscribes voluntarily, standardization and normalization entities and the customer specifications applicable to our activities, always within the reference of compliance with quality and environmental objectives.
- Perform systematic **measurements**, information collection and data analysis over quality aspects and environmental and prevention management to review the system status aiming to adjust and improve any part of it.
- Potentiate the **human factor** by establishing motivations and mechanisms to enhance a fluent communication, active participation and a team working environment as the only right path to achieve a quality culture with environmental implication as well as preoccupation of a safe work environment, safeguarding the staff members health and welfare. All the employees must assume their responsibilities within the integrated framework described in previous clauses, mainly because any of our employees is capable to detect non-conformities and promote preventive and corrective actions.
- Respect for **human rights** is a fundamental value VALID. We strive to respect and promote human rights in accordance with the UN Guiding Principles on Business and Human Rights in our relationships with our employees and suppliers. Our aim is to help increase the enjoyment of human rights within the communities in which we operate. The Company also expects our suppliers to uphold these principles and urges them to adopt similar policies within their own businesses.

We use due diligence as a means to identify and prevent human rights risks to people in our business and value chain. Where we have identified adverse human rights impacts resulting from or caused by our business activities, we are committed to provide for or cooperate in, their fair and equitable remediation. We seek to promote access to remediation where we are linked to or involved in those adverse impacts through our relationships with third parties.

- Include a commitment to protect the environment by ensuring **pollution prevention, waste management and responsible use of natural resources** through the identification and operational control of our environmental aspects that may have significant impact over the environment.
- Provide **training and information**, planned and permanent of the needs and exigencies of quality that allow the awareness and implication in the environmental management and ensure an adequate response against the existing labour risks.
- Integrate **suppliers and indirect distribution channels** under the quality, environmental and social responsibility framework.

This Policy is diffused among all the employees, by distributing it on most relevant and public spots within Valid facilities, and distributing it at least one month after any staff onboarding. The following are the strategic targets established by VALID Management board:

- Ensure total customer Satisfaction by providing the expected Quality of our product and services.
- Improve safety and satisfaction of our human team as our principal asset to achieve our goals.
- Increase the Productivity and profitability of our activities via continuous improvement and doing things right at first time.
- Reinforce our competitive position, since working with a systematic quality culture ensures the success of our company and it's a solid and distinguishing argument versus our competitors.
- Maintain and improve progressively our quality and environmental Management system.



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