

## QUALITY POLICY

ICAP Outsourcing Solutions S.A. Service Provider with a field of application in "Telephone Services and Telesales" and "Human Resources Services in Private and Public Bodies" is committed to the creation, implementation, maintenance, and continuous improvement of the Quality System implemented in accordance with ISO 9001: 2015.

The Quality Policy is implemented through the Quality Management System, which meets the International Quality Standard requirements, as well as the institutional operating framework that covers the range of the company's activities and its relations with stakeholders. For this Policy's implementation, we establish and review objectives and goals that align with our Strategy. Our main **Goals** are:

- Reliability in all activities and actions.
- High quality, competitiveness and availability of the services and support we offer to our customers.
- A customer-centric approach, as the customer is the reference point for our entire business activity.
- Ensuring the continuous and successful course of the Company.

In order to achieve the above, we are **committed** to the following principles:

- Excellent communication between management and executives and amongst executives.
- Selection of specialized executives and their continuous training.
- Reliability of the Company's partners and suppliers and their continuous monitoring and evaluation.
- The observance of qualitative, time and financial commitments.
- Continuous improvement of the Company's effectiveness and efficiency.
- Continuous monitoring and implementation of Legislation.
- Continuous improvement of the effectiveness of the Quality Management and Information Security System procedures.
- Provision of the required resources to achieve the above.

This Quality Policy is amended and updated as necessary to ensure its adequacy and appropriateness. It is communicated to staff and made available to those interested.

The President & CEO