

Quality Policy

In line with Zineti's core principles of meeting customer requirements and achieving maximum operational efficiency, Management declares its commitment to:

- Comply not only with customer requirements, but also with all applicable legal and regulatory requirements.
- Design and implement a process for the continuous improvement of the effectiveness of the quality management system.
- Maintain a team of professionals with a participative, customer-focused attitude and a strong commitment to achieving approved quality objectives.
- Develop a process for gathering information on customers' perception of our organisation.
- Work closely with suppliers, involving them in the development of our processes.

To this end, the quality management system implemented at Zineti, which is continuously reviewed and based on the international standard ISO 9001:2015, provides the following:

- Identification of customer requirements and expectations.
- Detection of areas for improvement.
- Encouragement and incorporation of contributions from Zineti staff.
- Measurement of customer satisfaction.
- Design and implementation of corrective and preventive actions.
- Continuous improvement of processes.

Management therefore asks all Zineti personnel to accept and comply with the provisions of this Manual and encourages them to contribute to the implementation and continuous improvement of the Quality Management System.

Management
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