



SGI02- Quality Policy

Firmaprofesional



13 September 2023

GENERAL INFORMATION

Validated by	Quality Committee
Type	General Documentation Procedure Logging Technical Instruction Template
Classification	Public Confidential Internal Use
Version	230913
Status	Draft in progress Approved Withdrawn

VERSION HISTORY

Version	Section and changes	Author
230913	<ul style="list-style-type: none"> • Separation of Quality Policy from Security and Continuity Policy • References to integration in the Logalty Group 	M ^a José Prieto

1 Introduction

The management team of Firmaprofesional, belonging to the Logalty Group, is aware of the importance of Quality when it comes to meeting the needs of clients and other stakeholders by providing high quality products and services and of their obligation to ensure compliance with the provisions of all the laws and regulations that apply to the activities in which the company engages.

Therefore, they have decided to implement a Quality Management System to help achieve the company's overall objectives in this regard effectively and efficiently, so that all the stakeholders can reap the benefits.

Continuous improvement in the efficacy of our system, processes and activities will be promoted, as Firmaprofesional's steadfast goal, as well as upholding and increasing customer satisfaction.

2 Principles

Firmaprofesional considers that proper management of information security is essential in ensuring business quality, minimising potential damage and maximising the return on investments and business opportunities.

Thus, we hereby declare our commitment to our Quality Policy, based on the following principles:

- To remain as sector leaders with a strong focus on customers and a great degree of professionalism that enables us to meet our customers' expectations while also meeting contractual and legal requirements, identifying for this purpose the legislation applicable to the lines of business we pursue.
- To engage in appropriate communication with our customers, taking suggestions and possible new needs in order to improve the quality of our services and also endeavouring to incorporate the requirements expressed by our customers into our products.
- To create a work environment that enables us to operate at high levels of productivity in accordance with our values and based on the continuous improvement of our processes.
- To provide a pleasant, flexible and creative work method and environment in which our team can display a strong level of motivation and commitment to continuous improvement, excellence in our work and customer satisfaction.
- To encourage all employees to actively participate in the implementation of the Quality Management System.
- To define the training needs of employees and other stakeholders so that they can properly perform their work, emphasising information security and quality, and to provide this training by outlining the appropriate plans.
- To establish a quality management culture by defining the risks that could hinder the achievement of the company's goals.

3 Responsibilities

To accomplish our goals, the collaboration of the company's entire workforce is essential, supported at all times by management. In this regard, management shows its leadership and commitment to the Quality Management System by promoting and communicating the different policies in place within the company and by establishing the roles and responsibilities within the organisation. Specifically, the company has a Quality Committee, a Quality Manager and an Information System Manager, in addition to other profiles needed to ensure the quality of our services. Firmaprofesional has a procedure in place that defines the responsibilities of each profile and the functions and tasks of the different committees.

4 Quality Processes

All employees of Firmaprofesional, a member of the Logalty Group, help achieve and maintain a performance level in the company's processes that is in keeping with the requirements of customers and other stakeholders. Therefore, adopting a culture of continuous improvement and impartiality at every level of the entity will lead to improvements in the services provided and, in turn, greater customer and other stakeholder satisfaction.

A failure to meet the established quality requirements may have a negative impact on the company's ability to meet its customers' needs and expectations or to maintain the entity's certifications.

Firmaprofesional is governed by and adheres to European and Spanish legislation and international technical standards applicable to Trust Service Providers, data protection and security regulations and any other general regulations that may affect its activities. The organisation has a procedure in place to monitor and update said regulations.

The Quality Management System was drawn up and must be maintained in a manner that prioritises the prevention of deviations over correction thereof in a reactive way. The entity has a document management procedure in place to ensure the efficiency of this Quality Management System.

5 Approval and Updates

This policy will be reviewed each year and, extraordinarily, whenever special circumstances arise and/or substantial changes are made in the Quality Management System. New hires will be informed of this policy when they join the company and any changes made will be announced to all employees. The latest version of the policy will be available on the website or in a specific space defined in the Logalty Group's internal repository.

This Quality Policy was approved by management and is valid as of the date indicated on the cover page thereof.