

## QUALITY POLITICS

**Nopatra** expresses its commitment to quality, which we understand as the supply of products and services that satisfy at all times the needs and expectations of customers and stakeholders.

The approach to achieving this objective is through the design and preservation of operating conditions that encourage all personnel to develop an optimization in the quality of our products and in the services offered, pursuing innovation and continuous improvement.

**Nopatra's** quality policy is based on the following principles:

- ✓ Commitment to enhance competitiveness through quality and cost improvement.
- ✓ Daily effort to create an environment conducive to achieving established goals.
- ✓ Each employee is essential in the achievement of Total Quality and Customer satisfaction.
- ✓ Provide training at all required levels and areas to improve our results.
- ✓ Work as a team with all collaborators to promote continual improvement, and to provide a quality product and service for our clients.
- ✓ Client's feedback is an essential contribution to our improvement system.

## SOCIAL RESPONSIBILITY POLICY

**Nopatra** is aware of the impact of its activities on the environment and that is why we are committed to positive results.

- ✓ We are committed to the job stability of our employees. We are convinced that this is a value from which people can establish a life project, and that contributes to their work involvement and the achievement of the company's quality objectives.
- ✓ Each employee represents **Nopatra**, so their presence, actions and behaviors must be appropriate and adequate to the environment in which they occur.
- ✓ All information and internal documentation, as well as that of **Nopatra's** clients, will be treated with the utmost confidentiality.
- ✓ The defined and transmitted Labor Safety instructions will be strictly followed.
- ✓ We are committed to complying with the laws and regulations in force in the areas in which **Nopatra** operates.
- ✓ We establish our clear commitment not to take part in any action that may involve bribery practices. We do not allow the offering, payment, request or acceptance of inappropriate payments. If any of our employees is aware of these practices, they must inform their superior in writing.