



QUALITY POLICY

Quality is the best argument for competing in the market and represents a guarantee for the continuity and future of any company.

ESB SISTEMAS, as a marketing and equipment solutions company for telecommunications, has established a Quality Policy based on compliance with the requirements specified by the customer, providing the necessary and sufficient quality so that the customer is entirely satisfied and their competitiveness is assured.

This Quality Policy serves as a guide and orientation for the Management of **ESB SISTEMAS**, which is responsible for and committed to implementing and developing a Quality Management System based on the UNE ISO 9001 Standard, and is specified in the following lines of action:

- Full customer satisfaction.
- Adaptation and continuous improvement of our processes, products and services.
- Improvement of relations with our customers and suppliers.
- Compliance with the legal and regulatory requirements associated with our activities.
- Training and motivation of staff to achieve their participation and support in the development and improvement of the Quality System.
- Quality and its improvement is the responsibility of all members of **ESB SISTEMAS**, starting with the Management.
- Economic efficiency of the company.

By applying the Quality Policy to all areas of **ESB SISTEMAS**, we will achieve an improvement in the quality of our products/services.

In order to ensure that implementation is effective and that the objectives set are met, coordination between all departments of the company and the participation of their respective human and technical resources is required.

12 January 2026

The Management