

**Cilnet a Logicalis Company** focuses its **Quality Policy** on the continuous satisfaction of its main stakeholders, namely its employees, clients, partners and suppliers in the processes that promote the continuous improvement of critical indicators for the business, always keeping in mind that the **Quality Management System** is everyone's responsibility.

The **Quality Policy** is based on the following principles:

- To promote and encourage the involvement and commitment of all employees in the analysis, preparation and implementation of actions aimed at continuous improvement, focusing on group work and dialogue to identify the best solutions;
- To promote the adequate and continuous training of the collaborators with the objective of maintaining and increasing their capacities and knowledge, for the accomplishment of their assigned functions;
- Continuing to raise awareness of the importance and need of improving internal communication, customer service and reducing response times;
- Fostering interaction with customers in defining service levels, in dealing with and resolving complaints in a timely manner and in seeking solutions that allow for the improvement of the work provided;
- To continue the assessment of Customer Satisfaction, both external and internal;
- To guarantee the conditions for a highly motivated, competent, experienced, determined, and innovative team of collaborators;
- Identify and mitigate the risks of the company's activity that may compromise its standards;
- Comply with the legislation and regulations applicable to activities and services.

**Cilnet a Logicalis Company** is committed to implement, maintain and review a **Quality Management System** in order to have a performance based on the quality of the work performed and continuous improvement, with everyone's involvement so as to be fully understood.

**Quality is a matter of attitude.**

— The Board

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