

Our Policy is based on the recognition that all our actions are, ultimately, aimed at keeping and winning new customers. Only through good management of our processes and the permanent alignment of these with our clients, we achieve that their satisfaction grows and consequently the benefits for the company, its collaborators and society as a whole. VIVION S.A. It also considers that the integrity of its human capital is a fundamental pillar, essential for the achievement of the company's objectives.

## Therefore our efforts are oriented to:

- Continuously improve the effectiveness of our Management System through the optimization of our processes. With this we seek the achievement of excellence in those attributes that the client values as fundamental: safety, performance, design and price.
- Knowing the market in order to anticipate the needs and expectations of our clients and our competition.
- Satisfy our customers with the fulfillment of product quality requirements and surprise them by providing a level of service of excellence in delivery, technical support and warranty.
- Commit all people in the company to achieve the objectives of quality, safety and health at work, promoting the notion that each person is responsible for the quality of their work. As far as the integrity of human capital is concerned, the concept of prevention is integrated into daily management; it will also continue to comply with the applicable legal and regulatory requirements. We understand that work accidents constitute management failures, therefore being avoidable by eliminating hazards and identifying, evaluating and controlling possible risks to maintain a safe and healthy work environment.
- Continue with the continuous training, information and participation of all the members of the company in the corresponding instances, understanding that these are necessary elements to define, promote and ensure positive behaviors and habits of conduct and safe workplaces.