

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. VIVIONS.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.
- **Satisfying our customers** through professional guidance, service, and compliance with product quality requirements, providing excellence from the very first contact through delivery, technical support, and warranty service.
- **Engaging everyone in the company** in achieving our quality, occupational health and safety objectives, promoting the understanding that each person is responsible for the quality of their own work. As far as the integrity of human capital is concerned, the concept of prevention is integrated into our daily management; while also ensuring **compliance with applicable legal and regulatory requirements**. We understand that workplace accidents constitute management failures and can therefore be prevented by **eliminating hazards and identifying, assessing, and controlling potential risks** to maintain a safe and healthy work environment.
- **Continuing to provide ongoing training, information, and participation** of all members of the company, as appropriate, understanding that these are necessary elements to define, promote and ensure positive behaviors and practices and safe workplaces.

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Marcelo Patiño
General Manager