

## 1. Introduction

Belago Technologies, striving for excellence in service delivery and customer satisfaction, establishes this Quality Policy as the foundation for the organization's Integrated Management System (SGI), in compliance with the requirements of ISO 9001:2015.

## 2. Quality Mission

To provide high-quality services that meet and exceed customer expectations, promoting the continuous improvement of the SGI and the satisfaction of all stakeholders.

## 3. Quality Principles

- **Customer Focus:** Understand and meet customer needs and expectations, striving for satisfaction and loyalty.
- **Leadership:** Foster a quality-driven culture with the engagement and commitment of all employees.
- **Continuous Improvement:** Continuously enhance the SGI, processes, and services through critical data and information analysis.
- **People Engagement:** Encourage employee participation and development, recognizing their importance to service quality.
- **Process Approach:** Manage processes systematically, seeking optimization and efficiency.
- **Evidence-Based Decision Making:** Use data and information for decision-making, ensuring objectivity and effectiveness.

## 4. Management Commitments

Belago Technologies' management is committed to:

- Providing the necessary resources for the implementation and maintenance of the SGI.
- Communicating the quality policy to all employees and stakeholders.
- Periodically reviewing the SGI to ensure continuous improvement.
- Ensuring compliance with ISO 9001:2015 requirements and other applicable regulations.
- Establishing and reviewing SMART (Specific, Measurable, Achievable, Relevant, and Time-bound) quality objectives.

## 5. Communication

Belago Technologies' Quality Policy will be communicated and made available to all stakeholders, including:

- Employees: Through training, internal communications, and intranet.
- Customers: Through commercial proposals and contracts.
- Suppliers: Through direct contact and contractual documents.
- Other stakeholders: Through various communication channels.

## 6. Review

The Quality Policy will be reviewed annually or as needed to ensure its continued adequacy and relevance to the organization's SGI.



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CEO – Belago Technologies Informática Ltda

### Notes:

- This Quality Policy is a public document and is available to all stakeholders.
- Quality objectives will be monitored and periodically reviewed by Belago Technologies' management.
- Belago Technologies is committed to the continuous improvement of its SGI and the satisfaction of its customers and stakeholders.
- This adaptation of Belago Technologies' Quality Policy to ISO 9001:2015 aims to meet the standard's requirements and promote the continuous improvement of the organization's SGI.



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