

QUALITY POLICY

Teknics aims to be the preferred partner for all clients who need automation solutions that allow them to turn their dreams into reality and achieve their strategic goals.

Their dreams are ours. Their success is ours. Their satisfaction is ours.

We enjoy learning and collaborating with our clients and suppliers to ensure sustainable growth, fostering relationships based on values such as trust, continuous improvement, and people development.

This development will only be possible if we ensure the satisfaction of our clients, suppliers, and teams, providing a safe workplace for everyone, where learning is encouraged, and opportunities for growth are available. We strive to create an environment of responsible freedom, teamwork, and exemplary leadership throughout the organization.

Empowering and training our teams will be essential, along with defining and implementing processes, equipping ourselves with tools, policies, and management systems that help make our work safer, more pleasant, easier, and more satisfying for everyone.

To make this possible, we have defined **seven principles** that guide our activities:

1. **Customer satisfaction:** We will do our best to understand their needs and meet their expectations, fostering loyalty and developing long-term partnerships.
2. **Safety, health, and environmental responsibility:** The safety and health of our employees and collaborators are non-negotiable. We will support a circular economy that contributes to environmental preservation.
3. **Pride, commitment, and team satisfaction:** We will work together toward our common purpose. We will develop our most valuable asset: people.
4. **Knowledge and Innovation Management:** We will differentiate ourselves from the competition by identifying and efficiently applying the necessary innovation to provide maximum added value to our clients. We will learn and innovate to adapt to the needs of different markets, regulatory frameworks, clients, and the most demanding products.
5. **Excellence and continuous improvement:** We will not settle. We will set ambitious goals, assess our current position, and establish continuous improvement plans that we will work on as a team to achieve higher levels of satisfaction for our clients and teams, striving to improve every day.
6. **Quality Assurance:** We will support our development by achieving and maintaining our quality standards, defining and improving the processes and practices that make them possible.
7. **Compliance and Best Practices:** Our activities will be ethical and aligned with the applicable legal and regulatory framework. We will identify and assess non-compliance risks, develop and implement training programs, and manage reporting and monitoring systems. Additionally, we will promote **Diversity, Equity, and Inclusion (DEI)** across all our operations, ensuring that our practices are inclusive and respectful of all individuals.



Victor Torres
Managing Director