



Code of Ethics

Versión B



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This Code is inspired by the institutional, business and organizational principles of QSI. It reflects the corporate values and the basic principles that should guide the performance of QSI and the people who are part of the Organization.

1. OUR VALUES:

QSI makes the following principles, among others, part of its strategy, its culture and its daily actions:

- ❖ **CREDIBILITY:** We generate trust through our actions and professional performance. Our solid knowledge and experience in our respective areas of work which allows us to reach precisely the objectives set and exceed the established quality standards.
- ❖ **EQUITY:** We give each party what belongs; always ensuring that organizational values are met, working in accordance with our mission and business strategies.
- ❖ **RESPONSABILITY:** We find satisfaction in the work we perform and in obtaining good results. We carry out our tasks with precision and quality, with the purpose of contributing to the achievement of organizational vision.
- ❖ **CONTINUOUS QUALITY AND IMPROVEMENT:** We design work methods that allow us to optimize the available resources, adding value through the generation of original ideas, approaches or solutions that allow improving, modernizing or optimizing the organization's processes.
- ❖ **ETHICS:** We work at all times in accordance with moral values, good customs and good professional practices, even in ways contrary to our financial interests; our actions prove it.
- ❖ **LEADERSHIP:** We promote the development of our human resources, promoting a harmonious and challenging organizational climate that contributes to the achievement of business strategies.

2. CONDUCT AND ETHICS CODE

The business values described above are the reference that should inspire the conduct of all QSI employees, which should be based on mutual respect among all the people with whom they are related, the commitment to their work and to the company, the responsibility to carry out their labor management as best as possible, solidarity and cooperation with colleagues and society, integrity and respect for legality; so that our work environment is an environment of trust that allows personal and professional development.

3. CORPORATIVE PHILOSOPHY

QSI expresses its commitment to compete in the market in an active but loyal way, respecting the rules of free market and defense of competition established for that purpose.

Consequently, QSI staff must:

- Have as a priority to achieve excellence in the quality of service and customer service, efficiently managing compliance with the obligations arising from the contracts signed.
- Strive to meet and understand the customer, anticipate their needs and satisfy them efficiently, for which they must provide clear and truthful information about our services.
- Place the interests of the company and the client above their interests.

4. CORPORATIVE IMAGE

QSI considers that its most important assets include its brand, its image and its corporate reputation. In consequence:

- All employees must ensure that their actions do not damage the image and reputation of QSI.
- No employee may use the name and brand of QSI for uses other than those permitted by the company.

5. CONFLICT OF INTERESTS POLICY

QSI's Senior Management guarantees that the corporate purpose and the activities carried out by its different Business Divisions do not represent any conflict of interest between them, bearing in mind that if any contradiction arises with its purpose, the provision of any service that supposes or represents this conflict will be made.

Employees must refrain from participating in any professional or personal activity that may give rise to a conflict of interest with their management in QSI.

Employees who may be affected by a conflict of interest shall inform it, prior to any decision on the matter in question, so that the necessary measures are taken to prevent their impartiality from being compromised.

QSI is against unethical practices aimed at improperly influencing the performance and willingness of people to obtain advantages. Consequently, no employee shall admit or practice bribes, nor offer benefits for the benefit of third parties who are at the service of any

organization (public or private) to obtain advantages or conduct business, whatever their nature.

QSI and its staff ensure, through the impartiality clause signed in their respective work contract, not to be subjected to external and internal pressures that may influence the results of the labor management developed and the absence of participation in activities that may pose a threat to Confidence in their competence, impartiality, judgment or integrity.

The means used by QSI to obtain financial support do not compromise in any case the impartiality, integrity and honesty of its activities.

QSI has established Committees, composed of significantly interested parties, whose purpose is to safeguard and promote objectivity, independence, freedom from conflict of interest, prejudice, impartiality and a balance in their certification activities. These Committees are free from any commercial or other pressure that could compromise their objectivity and independence.

6. CONFIDENTIALITY AND INFORMATION SECURITY POLICY

The staff, including the members of the committees, suppliers, contractors or external persons acting on behalf of QSI, must preserve the confidentiality of all information obtained or generated in their work activities, except when required by law.

All QSI information relating to customers, shareholders, employees, suppliers, strategic plans, financial, commercial, statistical, legal or similar information must be considered confidential and treated as such.

All QSI employees acquire the commitment of confidentiality by signing the employment contract, which includes a confidentiality clause for the information.

No employee should use the information to which he has access because of his work for purposes other than those legally or contractually established.

The processing of personal data must be done guaranteeing the right to privacy of individuals and subject to the regulations on personal data.

7. NON DISCRIMINATION POLICY

In the provision of our services, QSI encourages the inclusion of people, does not discriminate against the participants due to their sex, ethnicity, religion, income, political ideology, language, disability, nationality or any other nature.



QSI recognizes the rights of people with disabilities and encourages and promotes respect for their dignity and proper assessment.

QSI's commitment is to offer services that are fair and impartial, with equal opportunity for access to our services

QSI's services are delivered in a respectful manner, based on a neutral and fair process to address any issues or complaints raised.

8. QUALITY POLICY

QSI has established a Quality Policy, in which basic criteria are defined to meet the needs of our customers through a personalized service that meets their needs and is in accordance with legal and regulatory requirements. The qualification of the staff stands out as a key element for the achievement of the strategies and the success of the business. The philosophy of QSI's work is based on the quality and continuous improvement of its processes.