



POLICY
QUALITY TEP

Televés Electrónica Portuguesa Lda is the Televés Corporation company dedicated to the production, sale and after sales service of electronic and mechanical equipment and systems for telecommunications infrastructure in the digital home, buildings and smart cities, including equipment and systems for the Hospitality, Healthcare and Professional LED lighting fields.

Throughout its history, Televés Electrónica Portuguesa Lda has proven its capacity to combine developing an efficient and competitive business model with contributing the to economic and social development of the areas where it operates.

Aware of the importance of Quality, the company has implemented an effective and efficient management system, thus benefiting stakeholders; Management is committed to continuous improvement and compliance with applicable requirements as well as other requirements undersigned by the company; and also adapting to changes by implementing the relevant actions in order to address the risks and opportunities covered by the scope of the management system.

To put this into practice, Televés Electrónica Portuguesa Lda undertakes to comply and enforce the following principles which underpin our Quality Policy:

1. Consider the needs and expectations of stakeholders to determine the requirements and specifications of the quality system so we can manufacture and sell equipment and solutions accordingly, and in compliance with applicable legal and regulatory standards and requirements.
2. Participate, transferring knowledge on our stakeholders, in innovation to remain at the international forefront and to offer solutions in new markets, in a highly competitive, technology-intense sector, not only as a corporate need but as a need shared with our stakeholders (customers, government), evolving products according to standard and with the strictest quality and reliability guarantees in addition to protecting the intellectual capital developed.
3. Invest, restructure and modernise machinery and facilities to increase manufacturing flexibility in order to cover the changing needs of our demand, and so we can manufacture the new technologies developed with guaranteed quality and reliability. Take into account that they should be energy efficient to reduce electricity consumption as much as possible.
4. Consider quality as a factor that must be present in our activities; ensuring all our employees are responsible for this. Excellent human resources is one of our values; we have qualified personnel with a capacity for lifelong learning.
5. Promote personnel awareness and commitment to aspects related to quality with training and by notifying relevant information.
6. Instil continuous improvement, teamwork and actions to address risks and opportunities as standard business conduct. The quality management system is prepared and maintained in a way geared towards preventing rather than correcting breaches, with special emphasis on strengthening processes to improve control so that this leads to results with fewer incidents and a lower environmental impact. Measurable and achievable improvement targets are set regularly. They will help define how we should focus our efforts as an Organisation.
7. Dedicated comprehensive sales, technical assistance and after sales programme. As customers give meaning to our work, we offer intensive training programmes for professionals in our sector which help make our brand a benchmark.
8. Ensure this policy and the scope of the management system are made available to stakeholders through different communication channels.

REGISTERED	APPROVED BY	POSITION	CODE	VERSION	DATE
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