

Quality Policy

We optimise the return on investment of our customers by means of existing public and private funding instruments, promote involvement in international cooperation programs, and provide consultancy services with high added value. Iplus|F's quality policy is based on meeting the needs of our customers, seeking to comply with their requirements and exceeding their expectations. To this end, Iplus|F is aware of the need to achieve excellence both in the people who form the organization and in the services provided. This statement is substantiated by the following principles:

- A specific and differentiated plan for professional development
- A robust and agile communication culture according our principles
- Establishment of the required synergies between staff members to build a unique and multidisciplinary workforce
- Commitment and transparency with our customers
- A sustained improvement of the Quality Management System rooted on the analysis needed to increase the technical quality of the service provided

With the will to ensure a quality management based on these principles and on ISO 9001:2015 standard, Iplus|F Executive Management is committed to:

- Supply the company, via the Quality Management System, a reference framework for objective-setting, with their targets and programmes, to deploy them at all levels to reach, involving the widest participation from the entire organization, the continuous improvement of the company
- Allocate human, technological and financial resources to achieve the agreed quality and business targets, making a rational use of them
- Define an external and internal communication plan that matches corporate culture
- Closely work with stakeholders: shareholders, employees, customers, public bodies, certification entities, social and economic actors, and civil society at large for the benefit of all parties
- Raise awareness among all staff members about quality issues by means of training sessions and a continuous involvement in the improvement of our activities and services
- Build all inner bidirectional communication channels required to procure a smooth and responsive communication among all members of the company
- Regarding customer satisfaction as the key objective of all our activities
- Constantly improve the effectiveness of the Quality Management System

Iplus|F Executive Management approves the full content of this document, and encourages all company personnel to engage in the perfect maintenance and continuous improvement of its terms. Iplus|F Executive Management is committed to circulate this document amongst all the staff members.

Madrid, July 31st, 2017.



FLORENTINO SALUDES MUCIENTES,
Iplus|F Managing Partner