

## Vision 02

Multinational company in the process of development, and key reference in the provision of higher value-added services in the electronics sector to customers from different sectors, especially in Metering and Health where, in addition we bring their own products, supporting the welfare of society and the sustainability of our group.



## 01 Mission

We are an organization of people responsible, involved and committed with our project, with advanced technical knowledge, innovation in development, validation, manufacture and maintenance of electronic products, with the objective to give serves our global customers and create value for our group.

## 03 Values

- Management Excellence based on people trained, hardworking, and responsible and committed.
- Orientation and proximity to customers.
- Quality of product and service.
- Trust and Professionalism.
- Honesty and professional loyalty.
- Teamwork.

## 04

### Quality and Environment Policy

General Manager of IKOR GROUP, as maximum responsible of IKOR Spain, IKOR Mexico, IKOR China and ITC is committing with development, implementation of the Quality and Environment Management System and continually improving its effectiveness. For that, Management defines the following Policy of the Quality and Environment Management System. This policy will be systematically revised for its continuous adequacy and the Policy will be published and communicated through the company.

General Management assures that customer requirements are determined and fulfilled. This will be done with the objective of increasing customers' satisfaction and maintains continuous contact with them to know their future expectations.

IKOR Group division EMS (IKOR Spain, IKOR Mexico, IKOR China and IKOR Technology Centre) activity is to manufacture and after sales service of equipment and electronic devices for different industrial sectors. Those activities have relevant aspects in quality and Environment matters, this is the reason those activities must be monitored and controlled by a management system and in accordance with recognized international standards.

## 05

### Commitment

General Manager of IKOR Group declares Quality and Environment Management System as objective of the organization and establishes a Quality and Environment Policy:

- The commitment to implement and continuously improve the effectiveness of the Quality System and Environmental Management as appropriate in each company (ISO9001, IATF 16949, ISO14001, ISO13485 and FDA 820), through the continuous and systematic review and the necessary actions to ensure compliance and improved. This way all necessary resources will be provided to train staff according to the Quality Management System and Environment.
- Commitment of assuring customer's satisfaction fulfilling its requirements as well as fulfillment of legal and regulatory requirements matters and any other requirement that must be fulfilled as organization in respect of quality and Environment matters.
- Commitment of requiring ourselves establishment of objectives and improvement programs in matter of Quality and Environment, assuring our success in the organization.
- Commitment to continuous improvement and seeking zero defects for our customers. Get leadership positions with our products and services. All this based on a model of excellence in the management and operation, with a team trained and qualified and identified and committed with the project of the company. All personnel should be required to fulfill the requirements of the Quality Management System and Environment. This is the responsibility of all persons who compose the organization, first of its management.
- IKOR is committed in terms of quality and environment, complying with current legislation in each country where we are planted, making a continuous monitoring and control processes and that could generate significant impacts, to ensure the correct manufacture and offert of services for the prevention of pollution in relation to society, respecting and contributing to their care and maintenance.
- Guarantee the transparency in the environmental conducts by establishing internal and external communication channels.
- The Quality and Environment Policy should be communicated to suppliers who may have incidents in IKOR Group environmental impacts and aspects.

## 06

### Guarantee

As a guarantee of what mentioned above, the General Manager signs the policy,

Jon Sierra Huici

CEO