

POLICY OF THE QUALITY MANAGEMENT SYSTEM

TECHPROSER S.L., operating under the trade name **BIRD-TECH**, is a company specialising in the manufacture and sale of bird control and animal protection products. Quality is the cornerstone upon which our strategy and day-to-day activities are built.

Our policy of continuous improvement, our commitment to our customers, the environment and the safety of our staff, and our desire to understand their needs better, have led us to implement a QUALITY MANAGEMENT SYSTEM which certifies our compliance with regulations and the quality of our service, whilst ensuring that procedures are followed.

Our objectives are aimed at meeting the requirements set by all stakeholders, satisfying their needs, whilst remaining committed to improving our performance.

TECHPROSER S.L. has taken on the challenge of becoming a leader in the manufacture and marketing of bird control and animal protection products. To this end, we offer a high-quality service and seek to strengthen our customers' trust. We aim to reconcile the achievement of the highest results with leadership that respects people and our environment. Fostering a positive working environment based on mutual commitment is also a skill we seek to nurture and develop in each of our employees.

Our quality policy is based on the following commitments:

1. Customer satisfaction

To understand and meet our customers' needs by providing products and services that meet their requirements, build trust and add value.

2. Regulatory and legal compliance

To ensure that our activities and products comply with current legislation, applicable regulations and the commitments we have made.

3. Innovation and continuous improvement

To foster technological innovation and the continuous improvement of our processes, products and services in order to maintain a competitive position in the market.

4. Efficiency and reliability

To develop systems characterised by their quality, durability and reliability, ensuring a high level of performance and safety.

5. Commitment to stakeholders

To establish relationships based on trust and collaboration with suppliers, customers, employees and society, acting responsibly and in accordance with business ethics.

6. Staff training and development

To promote the training, motivation and involvement of our team as a cornerstone of quality and innovation.

7. Product quality

We guarantee that all our systems and products are manufactured under rigorous quality controls, using durable and environmentally friendly materials.

TECHPROSER S.L. works actively to:

- Establish, maintain and continuously improve an Integrated Management System based on the international standards UNE-EN-ISO 9001:2015
- Comply with the requirements of the aforementioned reference standards, as well as with applicable legislation and the company's own procedures.
- To direct and guide customer service, with the primary objective of actively listening to customers' needs in order to exceed their expectations.
- To integrate and encourage the participation of all levels of the organisation, including external partners, through staff training and information provision.
- To continuously improve and update this policy so that it serves its purpose as effectively as possible and provides a framework for establishing and reviewing management objectives.

Management is committed to providing the necessary resources to achieve the quality objectives and to communicating this policy to everyone who works for or on behalf of the company.

This policy was reviewed and approved by the management of TECHPROSER S.L. on **20 May 2025**

