

Quality Policy

The Management of **ESG DILEC S.A.** has defined and documented its policy and objectives for quality, as well as its commitment to them in all activities carried out by the company:

- Design, development, implementation, and support of applications for the capture of electric energy measurement data.
- Administrative process of technical audits for commercial electric energy measurement.

For this purpose, it commits to:

- Provide services that meet customer requirements, always striving to improve day by day and to direct all activities toward achieving their satisfaction.
- Develop and perform services with satisfactory technological levels, with the desired optimal quality and at a competitive cost.
- Provide personnel with the appropriate information, training, and instruction to perform their tasks.
- Encourage the application of talent and creativity of the people who are part of the organization for constant improvement and as part of their commitment to achieving the desired quality levels.
- Prioritize the relationships between the company, employees, and their work environment.
- Promote continuous improvement in all areas of the organization.
- Offer services in accordance with the established specifications and requirements.