

## QUALITY POLICY

DUO Capital, faced with an increasingly stronger competitiveness and growing market demands, adopted a policy that reflects the priority given to Quality, assuming the commitment to comply with the requirements of the NP EN ISO 9001 standard as well as the applicable regulatory and legal requirements to its activity, in order to convey to its customers the confidence of having the technical and organizational capacity, to consistently and systematically provide the required level of Quality.

DUO Capital's Quality Policy integrates the following principles:

- Stimulate and promote a greater relationship with your customers that allows you to know and understand their current and future needs and expectations, ensuring their full satisfaction and compliance with established commitments and agreements;
- Ensure compliance with the legislation applicable to its activity;
- Comply with the ethical and deontological standards of its activity, internally transmitted through its Compliance Manual;
- Ensuring compliance with the objectives established with the clients, as well as internal objectives and deadlines;
- Promote the training and awareness of all its employees, encouraging their involvement and participation in actions to improve the management system and, consequently, the company's overall performance.

We demonstrate the effectiveness and adequacy of our management system through periodic monitoring and measurement of established objectives, identified processes and company services by promoting an environment of continuous improvement at all levels of the organization.

Quality is the responsibility of all DUO Capital employees.

