

QUALITY POLICY

The senior management and employees of INNOVA GLOBAL BUSINESS understand that total customer satisfaction is the basic principle for the success of the business and the evolution of the company, and therefore adopts the following policy:

- To seek excellence in the services provided through the continuous improvement of the quality management system processes, aiming at the satisfaction of customers and stakeholders so that we are the first option in the wholesale trade of machinery and equipment.
- Comply with regulatory requirements determined as necessary for the proper performance of the QMS;
- Develop employee training so that we can improve processes and consequently, their productivity with awareness of quality, health, environment and safety, promoting a culture of sharing and formalization of organizational knowledge;
- Select and evaluate product suppliers and service providers, requiring behavior compatible with the principles set forth in this policy;

Direction