

Idolcode Lda. seeks to ensure a competitive edge through the quality of its products and services. Therefore, guided by its mission, vision, and values, Idolcode Lda. commits to the following:

- Implementing and maintaining a Quality Management System in accordance with the NP EN ISO 9001 standard to ensure compliance with all applicable requirements, including current legislation and regulations, as well as internally assumed commitments.
- Ensuring specialized service tailored to each client's specific needs to guarantee sustainability and consistently create value for all stakeholders.
- Cultivating close relationships with stakeholders to ensure continuous improvement in product/service quality and consequently improving its system.
- Placing the client at the core of the company's operations, nurturing loyalty through the fulfilment of agreed-upon obligations.
- Prioritizing quality upstream in the company by favouring suppliers with better responsiveness.
- Fostering the personal and professional development of employees, encouraging initiative, innovation, productivity, and commitment to realizing Idolcode Lda.'s objectives.

To better uphold these principles, the company has implemented a Quality Management System in line with NP EN ISO 9001:2015.

Management is committed to initiating all necessary actions for the development and improvement of the company's process effectiveness.

Évora, November 27th 2023

The Management