

**VSN** is a company specialized in designing, producing, implementing and maintaining programs and systems for the audiovisual industry.

Our policy is based on offering the market a product of **quality** that meets the needs of our customers. For this, VSN's Management team knows that it is essential to rely on a highly qualified, professional and efficient **human team**. That is why we invest in the **continuous training** of our staff. More than 40% of the workforce is dedicated to **research and development**, allowing VSN to stay at the forefront of the industry among its competitors.

VSN has defined and implemented the **UNE-EN ISO 9001:2015** Quality Management System and the R&D&I Management System **UNE 166002:2014**.

That is the reason why we determine the following priorities:

- Full satisfaction of the customers' needs.
- Compliance with the customers' requirements and those of other interested parties, as well as with the current legislation in all fields of application, making it also accessible to the company's staff.
- Determine and regularly analyze internal and external aspects that affect the ability to achieve the expected results.
- Increase the talent, competence and motivation of the company's staff, in order to create a multidisciplinary, cohesive, dynamic, flexible and highly qualified team. The company will establish training programs that contribute to enrich its high level of qualification.
- All the staff and collaborators should participate in all aspects related to R&D&I.
- Promote continuous improvement in all areas, including our collaborators.
- Provide the frame of reference to establish and review the goals set.
- Ensure, by providing the appropriate reference framework, that R&D&I projects meet the applicable requirements, specifications and instructions.
- Control and reduce technological and economic risks by creating strategic alliances and collaborations, as well as by obtaining public assistance.

- Develop and maintain a technological surveillance effort, emphasizing on those developments with a high impact on the market.
- Understand R&D&I as a goal to be met in a collaborative way by all levels and members of VSN.
- Ensure through communication that this Policy is announced and understood by all the staff.

VSN's Management team assumes **responsibility** for the availability of the necessary resources to carry out the aforementioned activities. It also expects that all the company's personnel, whatever their role and job, will share this commitment, complying with the guidelines marked throughout the **Integrated Management System**. The **continuous improvement** of this System will be carried out through the Management team's review of the results obtained.



Jordi Utiel - CEO

Terrassa, 14th of June of 2018