

QUALITY POLICY

Senior Management undertakes to ensure that this Quality Policy is communicated, understood, implemented and maintained at all levels of the company's departments, for the activities of **“Production and post-production of information and audiovisual products for television.”**

This Policy is established to guide the organisation's management and reflects our commitment and responsibility to implement, maintain and continuously improve a management system based on the following principles:

- The Mission, Vision and Values define the strategic direction of CBMEDIA PRODUCTION SERVICES and CBM AUDIOVISUAL SERVICES.
- It provides a framework for establishing and reviewing quality objectives.
- CBMEDIA PRODUCTION SERVICES and CBM AUDIOVISUAL SERVICES are fully committed to ensuring that each project developed for our clients meets – and where possible exceeds – their expectations in terms of timing, quality, service and cost.
- The team at CBMEDIA PRODUCTION SERVICES and CBM AUDIOVISUAL SERVICES is fundamental to our success, and their personal satisfaction is considered a key factor in ensuring the satisfaction of clients and other stakeholders.
- The commitment to continuous improvement must generate a positive impact on our clients and other stakeholders. The design of the processes and projects within the Quality Management System must aim to enhance their satisfaction through the fulfilment of their requirements.
- Performing all activities “right the first time” is a core principle guiding the work and objectives of the personnel at CBMEDIA PRODUCTION SERVICES and CBM AUDIOVISUAL SERVICES, alongside honesty and transparency.
- Planning of the Quality Management System must take into account the processes and their interrelations and always include the identification of the resources necessary to deliver the planned quality.
- Results-driven performance, through the ongoing monitoring and measurement of process outcomes, forms the basis for continuous improvement within CBMEDIA PRODUCTION SERVICES and CBM AUDIOVISUAL SERVICES.
- Employee safety, along with full compliance with all applicable requirements, constitutes one of the fundamental pillars and priorities of CBMEDIA PRODUCTION SERVICES and CBM AUDIOVISUAL SERVICES.
- This Policy represents a firm commitment by Senior Management at CBMEDIA PRODUCTION SERVICES and CBM AUDIOVISUAL SERVICES and is implemented across all work centres.