



## Quality management systems - POLICY

The aim of the Quality Management System Policy is to facilitate the development of the operational processes and production of **VIC TEC Ltd.** and compliance with the overall strategic objectives, values, requirements of regulatory enactments and standards set by **VIC TEC Ltd.**

**VIC TEC** is a technology and innovation leader, specialising in the manufacture of high quality aluminium boats, drones, advanced software development and state-of-the-art hardware solutions. Our commitment to excellence and creativity drives us to develop products and services that not only meet, but exceed industry standards. Our dedicated team based in Riga strives to improve the safety, performance and durability of everything we create.

The mission of **VIC TEC Ltd.** is to be a stable partner for businesses from different countries and sectors:

- providing excellent reliability and high quality products,
- providing excellent customer service and support that exceeds customer expectations.

The vision of **VIC TEC Ltd.** is to be a partner recognised in the local and international market as a stable and reliable manufacturer and supplier of autonomous drones.

Management takes seriously its commitment to employee, customer and other stakeholder satisfaction and continuous process improvement.

In order to realise its intentions and achieve its objectives, the management of the company is committed to the following guiding principles:

- 1) **Customer satisfaction:** understanding and meeting customer requirements and needs in a timely manner is the company's top priority. We work in close cooperation with our customers, ensuring a personalised approach and excellent quality;
- 2) **Compliance with mandatory requirements,** ensuring:
  - Our products meet the highest safety criteria, industry and international standards;
  - Compliance of our activities with the regulatory legislation of the Republic of Latvia and other binding requirements;
- 3) **Employee engagement and training:** we value the contribution of our employees and provide them with the necessary training and resources to maintain a high level of competence and knowledge within the company, to facilitate the growth of our employees and the company;
- 4) **Continuous Improvement:** we attract and secure the necessary financial and other resources to achieve our goals. We implement and systematically improve our quality management system in accordance with ISO9001 and AQAP2110 standards.

**Quality policy**

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The Quality Management System Policy is implemented in all departments and is binding for all employees of **VIC TEC Ltd.**

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