CORPORATE QUALITY POLICY

At Zitro Technologies, a leading company in the video game development and entertainment industry, we are committed to offering innovative, accessible and highest quality gaming experiences. Our mission is to constantly exceed the expectations of our clients, operating responsibly, sustainably and in accordance with the highest international standards.

Our corporate policy is guided by principles of quality, safety, sustainability, social responsibility and continuous improvement, and is applied transversally to all areas of the organization.

1. Commitment to Quality and User Experience

- We maintain a Quality Management System certified according to ISO 9001, ensuring rigorous compliance with international standards.
- We promote the continuous innovation in the design and development of our products, ensuring an attractive, accessible and intuitive user experience.
- We establish systematic processes of continuous improvement in our products, services and operations.
- We carry out analysis and tests aimed at guaranteeing customer satisfaction.

2. Information Security and Data Protection

- We comply with ISO 27001 to ensure information security.
- We protect the data of our users and clients with strict cybersecurity protocols.
- We implement measures against fraud, unauthorized access and vulnerabilities.
- We continually train our team in digital security and risk management.

3. Sustainability and Environmental Responsibility

- We follow the principles of ISO 14064-1 and ISO 14067 to measure and reduce our carbon footprint.
- We promote the efficient use of resources and waste reduction in all stages of the life cycle of our products.
- We adopt responsible technologies and operating processes with low environmental impact.
- We promote the ecological awareness among employees, suppliers and allies.

4. Business Ethics and Social Responsibility

- We create a work environment diverse, inclusive and safe, based on respect and equity.
- We condemn all forms of discrimination, harassment or exploitation, establishing clear action and complaint protocols.
- We act with integrity, transparency and responsibility in all our commercial and contractual relationships.
- We promote the professional development and well-being of our collaborators.

5. Regulatory Compliance and Continuous Improvement

- We strictly comply with local and international laws, rules and regulations applicable in each market in which we operate.
- We carry out periodic internal and external audits to evaluate the compliance and performance of our systems.
- We adopt agile methodologies and quality systems that facilitate the constant adaptation to change and innovation sustainable.

Commitment to Stakeholders

We are committed to maintaining a relationship of trust and collaboration with our customers, partners, employees and communities, aimed at building a more digital ecosystem sustainable, safe and focused on quality. This policy is communicated in a clear and accessible manner to the entire Zitro Technologies team, and is reviewed periodically to ensure its relevance and effectiveness.

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