

	QUALITY MANAGEMENT SYSTEM POLICY	Code	BLOTERRIAS-SIG-C-03
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MANAGEMENT SYSTEM POLICY QUALITY

BITEL LOTERIA, a company dedicated to provide safe and reliable entertainment games, establishes the following commitments for its Quality Management System:

1. To satisfy the requirements of our customers through trust and transparency in the drawings and prize delivery of all our lotteries, understanding that trust is the fundamental pillar to build a solid relationship with them.
2. To develop human talent and the commitment of our personnel to quality and continuous improvement.
3. To build the company's credibility and reputation, ensuring the transparency and reliability of our operational processes, permanently optimizing the effectiveness and efficiency of each one of them, keeping them under control and considering customer satisfaction as our goal.
4. Comply with applicable legal requirements and continuous improvement of the Quality Management System.

This policy is assumed by Senior Management and is made available to interested parties.



Roberto Morón
GENERAL MANAGER