

Quality Policy



Security Level

Public Document

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1 Quality Policy

In ANF AC we are aware that the needs of our customers are the exact measure for the quality of our service to the public. Satisfaction is the key to the success of our company.

Therefore, it is our primary goal to meet the demands of our customers in terms of product quality, diligent service, kindness in the treatment, honest advice and the faithful fulfillment of the commitment of free supply of errors. It is more important for us to improve everything on a daily basis and introduce innovations as the best means to maintain the loyalty of our customers.

The Recognized Registration Authorities collaborators are the most important capital of our company to achieve success. We assume the responsibility of providing them with adequate training, providing them with all the necessary tools and means of work, as well as creating excellent professional relationships with them. We take care of these resources by giving them the important strategic value they have.

As an individual or as a member of a team, we are responsible for our actions and the results that come from them. It is essential to have full knowledge of the responsibilities that the position entails and of the responsibilities assumed by the Organization as a Trust Services Provider. Each process in which we intervene is regulated by legal regulations and technical standards that are necessary to know and respect.

The work environment is a primary factor to encourage positive communication and the dedication of workers. It is one of our objectives to monitor the health and well-being of each one of them. Respect for the feeling of personal fulfillment through a professional activity is a priority objective for the Organization.

The sum of intelligences gives rise to greater intelligence and to achieve this, the involvement of all the people who are part of the Organization is necessary.

This is only possible through the correct evaluation of the effort, providing opportunities in an equitable manner, providing sufficient autonomy so that each one can perceive the fruit of their work, while the Organization gives priority to honest and transparent peer support, and a global vision of all the processes that make up the service our clients receive.

In Barcelona, on the ____day of _____ 20____.

Fdo. _____