

MSG GLOBAL, a company dedicated to the design and implementation of SAP-based technology solutions, including consulting and integration services for business performance management, finance, insurance, sustainability, and customer experience, as a demonstration of our commitment to quality in our services, we make the following quality commitments:

1. Customer Focus:

We understand that each customer is unique. We strive to understand your processes, objectives, and challenges in order to offer customized SAP solutions that generate real value.

2. Technical Excellence:

We promote the continuous improvement of our technical and methodological skills, ensuring that our consultants are certified and up to date on the latest SAP versions and modules.

3. Regulatory Compliance:

We guarantee that our services comply with applicable legal, contractual, and regulatory requirements, including international standards for quality and information security.

4. Continuous Improvement:

We implement a quality management system based on the ISO 9001 standard, which allows us to systematically evaluate, control, and improve our internal processes.

5. Collaboration and Professional Ethics:

We foster a collaborative, ethical, and transparent work environment, both within the organization and with our clients and strategic partners.

6. Risk Management:

We proactively identify and manage risks that may affect the quality of our services, minimizing negative impacts and ensuring operational continuity.

The management of MSG GLOBAL is committed to complying with and making this Quality Policy available to our employees, suppliers, clients, and other stakeholders, as well as providing the necessary resources for its implementation in all areas of the company's activities.

In Madrid, June 1, 2025

Management