

QUALITY POLICY

The company's Management is committed to defining, documenting, transmitting and continuously supporting this Quality Policy, which places the Satisfaction of our Customers at the forefront for all members of the organisation.

According to this policy, our company operates in compliance with the UNI EN ISO 9001:2015 standard through a certified Quality Management System representing an effective business management tool. Thus, we provide customers with services in line with their requirements.

The entire **Organisation** is responsible to ensure that all functions achieve **their Objectives**.

It is the **Top Management's** responsibility to define and document the Quality Policy and Objectives and to ensure that this Policy is understood and implemented at all levels of the organisation.

In order to implement the Policy and achieve the set Quality Objectives, the **Top Management** defines the Authorities, Responsibilities as well as mutual relations of all personnel who direct, execute and verify activities affecting Quality. The **Top Management** aims to ensure that the level of quality of the services provided is constantly in line with customers' needs, which is realised through the timely perception of market changes and the consequent redirection of Quality Goals.

It is the Management's responsibility to continuously improve the Quality of the Services provided. To this end, Quality indicators are constantly monitored and new improvement targets are set at least annually. The **Top Management** intends to keep the Quality System adequate to the achievement of the strategic objectives. Therefore, the Management promotes and stimulates initiatives aimed at the evolution of both the Quality System and reference regulations.

In particular, our active commitment aims to:

- comply with applicable laws;
- disseminate the 'Quality Policy' to all levels of the Company and strictly complying with its contents.

At least every year, precise Objectives are set or reviewed, and then published during the 'Management Review'. They are made available and illustrated to all people. Moreover, their progress is constantly monitored over time. We are therefore convinced that the full satisfaction of what is stated above - through the adoption of a QS compliant with UNI EN ISO 9001:2015 towards which full conformity is to be achieved - is the key element to promote a real and ongoing improvement of our Company.

Aware of the context in which the company operates, the expectations of company stakeholders, the importance of the human factor and of error prevention as critical success factors in meeting Customers' needs, the Management undertakes to entrust specific activities to qualified resources, to adopt adequate and up-to-date infrastructures and equipment, to promote team work and to attend to and acknowledge every Customer request.

February 7th, 2023

TopManager

Roberto Carioni

