

## QUALITY POLICY

The General Management considers quality management to be the cornerstone of its business strategy, in the belief that it can also provide an important contribution to the development of the business, to the management of costs and risks, to the continuous improvement of the satisfaction of customers and the staff of the organization.

In defining the quality objectives, the Management considered:

- the internal and external factors, risks and opportunities associated with the business context and which may influence the ability to achieve the objectives;
- the criteria for assessing the risks and opportunities identified;
- the systematic review of risk assessment as a tool of strategic importance for the company;
- that well-defined needs expressed by the market should be met and that the expectations of customers should be met, within the framework of continuous improvement.
- compliance with the laws and regulations in force, as well as with the applicable standards and specifications.

The principles and guidelines for quality management of FACCIN S.p.A., described below, provide all interested parties with the necessary information to operate in accordance with the quality policy:

- a systematic, visible and comprehensible approach for all;
- to establish, maintain and use a quality management system, designed to continuously improve all activities, taking into account the needs of stakeholders.
- to apply the following quality management principles, necessary for the achievement of the following objectives:
  - ✓ **Focus on the customer.** FACCIN S.p.A. depends on its customers and must understand their present and future needs; it must comply with the requirements and aim to exceed the customer's expectations;
  - ✓ **Leadership.** Department managers must establish unity of intentions and directions within FACCIN S.P.A. They create the internal environment in which staff become fully involved in pursuing business objectives.
  - ✓ **Active participation of staff.** The staff, at all levels, are the essence of FACCIN S.p.A. and their full involvement and participation allows them to put their skills at the service of the company. For this reason, the management of FACCIN S.p.A. is very attentive to the creation of competence through continuous training and experience;
  - ✓ **Process approach.** The desired result is obtained more efficiently when resources and activities are managed as a process, applying the PDCA (Plan – Do-Check-Act) principle. The effectiveness and efficiency of FACCIN S.p.A. are achieved by identifying, understanding and managing a system of interconnected processes, aimed at achieving the established objectives.
  - ✓ **Continuous improvement.** Continuous improvement must be the permanent objective of FACCIN S.P.A. to maintain current levels of performance; to react to changes in its internal and external conditions and to create new opportunities.
  - ✓ **Evidence-based decision making.** The effectiveness of decisions must be based on the analysis of data and information collected, it is important to understand the cause and effect relationships and the potential unintended consequences.
  - ✓ **Relationship management.** Stakeholders influence the performance of FACCIN S.P.A. whose success is most likely to be achieved when the company is able to optimize the impact on

performance of its stakeholders. Managing relationships with the network of partners and suppliers is of paramount importance.

In order to achieve the aforementioned objectives, a quality management system has been developed within FACCIN S.p.A., in accordance with the UNI EN ISO 9001:2015 standard.

**In addition:**

- ✓ The commitment of the General Management and all employees and external collaborators to operate in compliance with the UNI EN ISO 9001: 2015 standard.
- ✓ The Directorate-General's commitment to communicating quality policy to stakeholders
- ✓ The commitment by the General Management and all FACCIN S.p.A. resources to obtain and maintain the Certifications issued by the accredited body.
- ✓ The continuous training and development of awareness of all employees and external collaborators of FACCIN S.p.A.;
- ✓ The assessment of compliance and adequacy to the applicable standards through the execution of periodic internal audits;
- ✓ The implementation and use of appropriate tools with the aim of reducing potential and actual causes of non-compliance;
- ✓ The commitment of all staff to propose actions for improvement;
- ✓ Control of the maintenance of critical systems and infrastructures;
- ✓ The management, verification, calibration and metrological confirmation of equipment;
- ✓ The maintenance of order and cleanliness of the work environment;
- ✓ Quality control of suppliers' performance;
- ✓ The care and proper handling and preservation of client property;
- ✓ The control and monitoring of the services provided up to the point of delivery to the customer;
- ✓ The monitoring of customer satisfaction;
- ✓ The control of non-compliant products and processes and the correct management of complaints in a timely and consistent manner;
- ✓ The systematic review of Risk Assessments as an instrument of strategic importance of the Management.

The Management of FACCIN S.P.A. promotes the application, improvement and development of the Quality Management System (QMS) and strives to ensure that the principles of total quality management are disclosed, understood and shared by all employees and collaborators. Therefore, the staff is required to comply, for the activities within their competence, with the provisions of the Quality Manual, the procedures and the documentation connected to them.

Management's Quality Policy commitments are translated into the individual processes identified for the operation of the quality management system, which contains the process indicators and related measurable objectives that Management is committed to achieving, providing all the managers involved with the necessary resources and support.