

 <b>TORRIANI GIANNI s.n.c.</b>	<b>QUALITY MANAGEMENT SYSTEM UNI EN ISO 9001:2015</b>	<b>Annex 3</b> rev. 02 02/08/2021
<i>Management</i>	<b>Annex 3</b> <b>Quality Policy</b>	<i>Page 1 di 2</i>

## QUALITY POLICY

The Management (DIR) undertakes to define, document, transmit and constantly support this Quality Policy towards all members of the organization, which places the satisfaction of both customers and workers but also of local institutions/bodies in the foreground, of Universities, Trade Associations, Provincial Administrations, Municipalities, Companies, ... forming part of our Customer System. It is our Company's policy to operate in compliance with the UNI EN ISO 9001:2015 Standard, through a certified Quality Management System, as an effective business management tool and to provide Customers with Services in line with the customer's needs. It is the responsibility of the entire Organization to ensure that all functions achieve the Set Objectives. It is the responsibility of the Management to define and document the Quality Policy and Objectives and ensure that this Policy is understood and implemented at all levels of the organization. To implement the Quality Policy and achieve the set Quality Objectives, the Management defines the Authorities, Responsibilities and mutual relationships of all the staff who direct, execute and verify the activities that influence Quality. It is the Management's objective to ensure that the quality level of the Services provided is constantly in line with customer needs, which is achieved with the timely perception of market changes and the consequent redirection of the Quality Objectives. It is the responsibility of the Management to continuously improve the Quality of the Services provided; for this purpose, the Quality indicators are constantly monitored and new improvement objectives are set at least annually. It is the Management's intention to maintain the Quality System adequate to achieve the strategic objectives; to this end, the Management has the task of promoting and stimulating initiatives aimed at the evolution of the Quality System and the reference legislation.

In particular, an effective commitment is addressed to:

- Spread the Quality Policy at all levels of the Company and strictly respect its contents.
- Realize and keep active your Quality Management System, continuously improving its effectiveness, recognizing in it the tool for improving business performance
- Comply promptly with the regulatory or voluntary requirements on which to keep a constant update of information, to promptly adapt their behaviour or their infrastructure.
- To improve the effectiveness and efficiency of its operating processes, through the constant reduction of the number of non-conformities and the continuous improvement of the performances.

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<i>Management</i>	<b><i>Annex 3 Quality Policy</i></b>	<i>Page 2 di 2</i>

- Periodically review (with a view to continuous improvement) the limit values of the Quality and Health and Safety Indicators established internally, and keep the values of the indicators within them.
- Analyse and manage the risks and opportunities of managing various business processes.
- Sensitize and involve all the people working under the control of the organization on this Policy, making them aware of their obligations, providing the necessary training for the performance of the activities as planned.

The Management is committed to maintaining the integrity of the quality system in case of changes to the system itself.

At least every year precise Objectives are set or revised, which are published during the Management Review and then made available and illustrated to all employees and collaborators; their performance is also constantly monitored over time.

It is therefore considered that the full satisfaction of the above, through the adoption of a Quality System compliant with UNI EN ISO 9001:2015, towards which you want to achieve full compliance, are the key elements to promote the real continuous improvement of our Society.

Aware of the importance of the human factor and the activity of error prevention as critical factors of success in meeting the needs of our customers, the Management is committed to entrusting the specific activities to qualified resources, to adopt adequate and up-to-date infrastructures and equipment, to promote teamwork and to listen to and accept every request of Customers.