

QUALITY POLICY

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Any business carried out by **CGA Technologies srl** is conducted based on:
a Quality Management System (QMS) that complies with the requirements of Standards UNI EN ISO 9001:2015, UNI EN ISO 9000:2015 and on the following principles:

Company Context Analysis

The organisation is mindful that the quality policy must be reappraised periodically and that its contents must be consistent with the context analysis and with the needs of customers and interested parties.

Risk-based approach

A risk-based approach is essential for an effective quality management system to be achieved. The organisation is mindful that dealing with risks and opportunities forms the foundation for increasing the effectiveness of the quality management system, achieving better results and preventing negative consequences.

Customer-oriented organisation

The future of our Company depends on our Customers. It is therefore imperative to understand their present and future needs, respect their requirements and aim to exceed their own expectations.

Leadership

The managers of the Divisions/Departments must establish unity of objectives and orientations, and create the Organisation's internal environment, ensuring that it enables the full participation of the staff in the pursuit of the Organisation's objectives.

Staff Involvement

Staff, at whatever level, are the heart of our Company and their full involvement allows their skills to be used in the service of the Organisation.
CGA supports the integration of people into the Company, recognising and respecting cultural diversity. CGA believes in the importance of team work, indispensable for improving people and results. Each person is invited to make his/her own experience available to everyone, thus stimulating discussion and dialogue.

Process-based approach

The desired result is achieved more efficiently when the relative activities and resources are managed as a process.

Systematic approach to management

Identifying, understanding and managing a system of interconnected processes in order to pursue specific objectives contributes to the effectiveness and efficiency of our Company.

Continuous improvement

Continuous improvement is one of our Company's permanent objectives. The real wealth of CGA, the motivation of its personnel, is sought not only via incentives but, above all, through involvement in the company's projects and activities.

Fact-based decisions

The effectiveness of our decisions is based on analysis of real data and information, and on a thorough knowledge of technologies and processes.

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Mutually beneficial relationships with Suppliers

The ability of our Company and our Suppliers to create value is improved by establishing a mutually beneficial relationship.

Ethics

CGA consider ethics to be the value upon which company operations are based and has drawn up its own Code of Conduct to confirm its commitment to fulfilling the highest standards in relation to ethics and company integrity, adopting behaviour inspired by rules of good conduct and corporate ethics.

Ethics means decency, honouring commitments made and basing mutual relationships on respect, esteem and collaboration.

In order to enforce the aforementioned principles, the Chair of CGA Technologies S.r.l. undertakes to:

- ❑ Authorise the Quality Department Representative to draw up, distribute and manage a suitable QMS in compliance with standards UNI EN ISO 9000:2015 and defined in agreement with a Quality Management Manual, by relative Management Procedures and other System documents
- ❑ Guarantee, through the Quality Department Representative, constant vigilance for the institution, application, maintenance, review and improvement of the QMS
- ❑ Authorise the Quality Department Representative to plan widespread training on the QMS
- ❑ Promote, under the responsibility of the Quality Department Representative, constant updating and distribution of the corporate QMS, consistent with the evolution of the Company and the relevant standards
- ❑ Authorise the Managers of the various company departments involved in activities relating to the Quality of the product, to work on the constant and continuous implementation of the Quality Management Manual, the Management Procedures and other Quality/System documents in the sectors for which they are responsible
- ❑ Ensure the applicable contractual regulations are respected by the various company departments, with particular reference to Quality issues, consistent with the QSM
- ❑ Make sure that all binding legal obligations and applicable regulations are respected
- ❑ Personally ensure the adequacy and effectiveness of the QSM with reference to the Policy and the objectives of this paragraph through periodical reappraisal of the QSM