

QUALITY POLICY

Cremonini's quality policy can be summarized as the objective of pursuing the maximum satisfaction of its Customers from the dual perspective of the quality of the product purchased and the service obtained, addressing risks and seizing opportunities associated with the organization's context and set objectives, with a view to continuous performance improvement.

Cremonini's General Management believes that quality is a business management tool through which to organize, manage and keep under control the company's performance not only from the point of view of the quality of the final product and customer satisfaction, but also of the better rationalization and efficiency of the internal organization, in the certainty that this will lead to an increase in company competitiveness, an increase in customer loyalty and a growth in market share.

The company's quality policy therefore pursues the following objectives:

MISSION:

1. ASSIST THE CLIENT TO ENABLE THE BEST USE OF AVAILABLE SPACE

- Carry out on-demand or when necessary, on-site inspections at the customer's premises to make the surveys necessary to draw up a comprehensive, appropriate, functional and economical estimate.
- Promote knowledge and awareness of the correct proposition and sale of the product, to minimize the risks related to its incorrect use, including the use of website communication tools.

2. RESELLER MONITORING

- Promptly provide the reseller with all technical or commercial clarifications necessary to assist the end customer.
- Ensuring the reseller of exclusivity over his territorial area (not opening direct agencies in the surrounding area without first involving him) or supplying material to his other direct competitors in his area of competence. Monitor sales results with relevant ratios.

3. FULFILLING THE CUSTOMER'S ORDER WITHOUT ERRORS

Translate any customer complaints of quality disservice/nc into a positive one, taking immediate action to resolve the problem with corrective actions to eliminate the cause of the problem.

4. **ADHERE TO CONFIRMED DELIVERY TIMES**

- Normally act on the ready, or otherwise confirm the shortest possible lead time.

5. **IMPROVE AND CONTROL THE QUALITY OF PRODUCTS DELIVERED TO THE CUSTOMER TO MINIMIZE THE RISK OF HAVING NON-CONFORMING OUTPUTS**

- Checks on the condition of material stored in the warehouse.
- Systematic checks during production stages and periodic checks on monitoring and measuring equipment.
- Checks on purchased material and suppliers.

6. **IMPROVE INTERNAL ORGANIZATION**

- Internal audits for continuous improvement of operational and management processes.

7. **ACHIEVE MAXIMUM TRANSPARENCY TO THE CUSTOMER**

- Flexibility of sales policy in terms of logistics, discounts/economic conditions to increase customer loyalty.

8. **MAKE USE OF RELIABLE SUPPLIERS**

- Periodic analysis and selection of suppliers that can affect the quality of the indicator product supplied to the end customer.

9. **PROVIDE MAXIMUM SUPPORT TO THE CUSTOMER IN SOLVING ANY TECHNICAL PROBLEMS RELATED TO THE USE OF THE PRODUCT**

- Direct technical clarifications also with inspections at customer site
- Willingness to provide any technical data sheets or documentation, assembly instructions, carry out revision of layouts and any changes of goods based on needs that have arisen (pre/post sales assistance)
- Unlimited warranty for replacement of any defective components

These objectives are kept under control with continuous monitoring of documented Quality information and through careful application of company practices related to the Quality System.

The Quality Assurance Service, in order to verify the adequacy and effectiveness over time of the company's Quality System in relation to the established objectives, plans and performs internal audits, the results of which are documented and submitted to the managers of the areas concerned so that it results:

- The identification of the root causes of any non-conformities found
- The determination of appropriate corrective actions
- The planning of the implementation of corrective actions

- The scheduling of audits of the effectiveness of corrective actions
- The identification and acquisition of resources and equipment necessary to achieve the required quality
- The planning of personnel training
- The updating of control techniques and tests on production processes

The task of Quality management has been entrusted to the Corporate Function called "Quality Manager," who then assumes responsibility for the proper implementation of this Manual.

- The Quality Manager has the utmost authority in actions related to the implementation of the System and the fullest technical and organizational support, ensuring the implementation and updating of the processes required for the quality system, reporting to the general management on the performance of the quality system and related needs for improvement, promoting awareness of customer requirements within the company, maintaining liaison with external organizations regarding the system.

All personnel are responsible for the proper application of the quality system and are aware of their role, established objectives, customer requirements, and report directly to Management on any quality-related needs.

DIRECTION is committed to implementing and upholding the quality policy set forth above, disseminating it and periodically reviewing its understanding and implementation through the tools defined later in this Manual.

The General Management