

QUALITY POLICY

Duemme's Management considers it a priority to meet the requirements of Customers and Relevant Parties, whose expectations it intends to meet by applying a Quality Management System in compliance with the following standards:

- ISO 9001:2015,
- UNI CEI EN ISO/IEC 17025:2018
- UNI EN 9100:2018

that leads to continuously guarantee high standards of reliability of the service provided in full compliance with the protection of health and safety in the workplace.

Duemme's General Management identifies these main corporate policy goals:

- the improvement of customer satisfaction with particular attention to the punctuality and timeliness of the service provided;
- the fulfilment of the applicable requirements
- the continuous improvement of the Quality Management System,
- enhancement of human resources
- foster development and application of the philosophy based on risk management
- act impartially and confidentially

Based on the periodic analysis of the context, the ownership of **duemme** plans its Quality System and performs the assessment of risks and improvement opportunities on its company processes with the aid of the managers, using the tools identified (Risk Analysis).

This risk analysis is updated periodically (at least once a year) and every time major changes to the company processes come up.

All duemme workers and collaborators must share these general objectives.

Management will set the specific objectives annually, sent to all employed personnel. They will be monitored with designated indicators.

If there are documental or organisational changes to be implemented on the system, management shall undertake to adopt the necessary measures in order to maintain the same quality level.

Achievement of the objectives set in the Quality Policy shall be assessed during Management's Review.

RESOURCES

Management shall undertake to provide all the necessary resources:

- Financial;
- Human;
- Technical, instrumental and infrastructural.

in order to achieve those objectives.

When lacking, these resources are defined and quantified yearly during Management's Review.

DISCLOSURE OF THE POLICY

The Quality Policy is communicated to all duemme personnel, and when deemed best, to the Relevant Parties; Management ensures its comprehension by constantly working to inform and raise awareness for everyone in addition to the annual review in order to guarantee their eligibility over time.

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