

## **POLITICA della QUALITA'**

Alberti e Santi has defined its own precise Quality policy and through the adoption of a Quality Management System, compliant with the UNI EN ISO 9001:2015 standard, aims to:

- Clearly define the roles and responsibilities within the Management System
- Ensure management consistent with the context and strategic directions of the organisation;
- Ensure the integration of the Quality Management System with the Business requirements and the Company's Mission;
- Promote the use of the process approach and risk-based thinking;
- Guarantee the availability of the human and economic resources necessary for the implementation and maintenance of the Management System;
- Satisfy the needs and expectations of customers, ensuring that the service complies with the specified requests and requirements and that the staff involved are fully aware of this, also in full compliance with mandatory legislation;
- Establish continuous improvement objectives, always in compliance with applicable requirements.

Alberti e Santi has implemented and keeps updated a Quality Management System which allows the achievement of the objectives defined and periodically reviewed in the Management Review, as well as the updating of this document and that this is communicated and understood within the organization, available to all interested parties.

Starting from 15<sup>th</sup> Nov 2023, the company has formally adopted a “Code of Ethics and Conduct” which pursues the objectives of legality and transparency, embodying the company values and outlining the rights and duties that all employees and collaborators must comply with in their actions daily.

The company's commitment is to continuous improvement not only in the performance of the service, but also and above all in turning its gaze and its forces outside the corporate context, in the territory to which it belongs, respecting common interests.

Cortemaggiore, 27.12.2023

**L'Amministratore Delegato**  
**Stefano Alberti**