

QUALITY POLICY

The Management of Alberti e Santi S.r.l. recognizes that *service quality, customer satisfaction, the sustainability of its activities, and compliance with applicable regulations* are strategic elements for the company's growth and for creating long-term value.

The Company operates with the objective of providing reliable, punctual, safe services that meet the requirements of customers and interested parties, while promoting a management model focused on the continuous improvement of performance and risk prevention.

The Management is therefore committed to developing, maintaining, and improving its Quality Management System in accordance with the UNI EN ISO 9001 Standard, following fundamental principles:

Customer Focus

- understanding and meeting the current and future needs of customers;
- ensuring high standards of reliability, punctuality, and service flexibility;
- continuously monitoring customer satisfaction and using the results obtained to improve processes and performance;
- promptly managing complaints, non-conformities, and improvement opportunities.

Continuous improvement

- promoting a corporate culture focused on operational excellence;
- defining measurable objectives and periodically monitoring their achievement;
- adopting a risk- and opportunity-based approach;
- enhancing technological innovation and process digitalization

People engagement

- valuing individual skills, professionalism, and responsibilities;
- ensuring adequate employee training and continuous professional development;
- fostering a working environment based on respect, collaboration, and safety;
- promoting organizational well-being and the active participation of employees in company improvement initiatives.

Health and Safety

- pursuing high standards for the protection of employees' health and safety;
- preventing injuries, accidents, and risk situations;
- promoting a culture of safety throughout all company activities

Environmental protection and sustainability

- integrating sustainability principles into strategic and operational decisions;
- adopting practices aimed at reducing environmental impacts;
- promoting the efficient use of energy and material resources;
- supporting initiatives to reduce emissions, improve efficiency, and foster the sustainable development of the supply chain

Legality, Ethics and Governance

Management considers legality and transparency to be essential elements of responsible business management. To this end, it is committed to:

- Promoting the principles set out in the Company's Code of Ethics;
- Completing, maintaining, and ensuring the effectiveness of the Organizational, Management and Control Model pursuant to Italian Legislative Decree 231/2001;
- Ensuring adequate internal control systems, risk management processes, and whistleblowing mechanisms;
- Strengthening a corporate culture based on fairness, responsibility, and transparency;
- Maintaining the standards required to retain the **AGCM Legality Rating ★★+**.
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Sustainability and Reporting

The Company is also committed to developing an increasingly integrated management system aligned with ESG (Environmental, Social and Governance) principles, through:

- The periodic preparation of a Sustainability Report in accordance with the VSME Standard;
- Dialogue with customers, suppliers, employees, and other stakeholders;
- The definition of environmental, social, and governance improvement objectives;
- The monitoring of indicators useful for assessing the creation of sustainable value over time.

Management Commitment

Management ensures the availability of the resources necessary to achieve the established objectives, periodically reviews the effectiveness of the Quality Management System, and promotes the continuous improvement of company performance, in the belief that quality, sustainability, safety, legality, and customer satisfaction are essential factors for the success and continuity of the business.

This Policy is communicated to all employees, made available to interested parties, and periodically reviewed to ensure its suitability with respect to the Company's business context and strategic direction

Cortemaggiore, 22.07.2026

**CEO
Stefano Alberti**