

Management recognised the need to develop and maintain a Quality Management System (QMS) applicable to the company's processes and compliant with the requirements of UNI EN ISO 9001:2015 and the PED Directive 2014/68/EU.

The Quality Policy is intended to highlight the objectives that the management aims to achieve during the year.

Italberta's Quality Management System is based on the adoption of the following Quality principles, mentioned in the UNI EN ISO 9001:2015 standard:

- **Customer focus:** quality management focuses mainly on satisfying customer requirements and striving to exceed their expectations;
- **Leadership:** Management establishes unity of purpose and direction at all levels and creates the conditions in which people actively participate in achieving the organisation's quality objectives;
- **Active participation of people:** competent, empowered and actively engaged people at all levels are essential to enhance the organisation's ability to create and deliver value;
- **Process approach:** consistent and predictable results are achieved more effectively and efficiently when activities are understood and managed as a sequence of interrelated processes acting as a coherent system;
- **Commitment to improvement:** Improvement is essential for an organisation to maintain current performance levels, react to changes in its internal and external conditions and create new opportunities; improvement of quality performance is a permanent goal of the organisation in consistency with the analysis of the context, risks and opportunities;
- **Evidence-based decisions:** decisions based on the analysis and evaluation of data and information are more likely to produce the desired results;
- **Relationship management:** in order to ensure lasting success, the organisation manages its relationships with stakeholders, such as suppliers, customers, employees and the public administration, whose requirements and interests it analyses to match the company's objectives;
- **Commitment to compliance with legal requirements:** compliance with applicable legal requirements and additional regulatory requirements concerning the Environment and Occupational Health and Safety is a duty for the organisation, which therefore acts and commits itself to this.

The adoption of the above principles by the organisation will result in a number of benefits, in monetary returns, value creation, increased stability and improved business performance.

Date: 09/07/2021

Management Signature

