

## **CORPORATE POLICY - TECMEA SRL - ANNEX 4 QUALITY MANAGEMENT MANUAL**

**REV. 1 OF 10/04/2020**

Through the Quality Management System established within our Company, the Directorate-General aims to implement, define and document the corporate policy and ensure that the Company's objectives and commitments are met, all within the context of the continuous improvement of its effectiveness.

Such a System thus foresees and defines:

- The instruments that allow the activities concerned to be conducted in a pre-structured and controllable manner, on the basis of objective evidence and with adequate information in return.
- The functions, objectives, responsibilities and authorisations of the staff and the criteria for assigning such, with the relevant policies and training strategies.

As such, by way of an understanding of its corporate policy, the Directorate-General upholds the adoption of all necessary measures to ensure an operation that is efficient, reliable and responsive to the needs of the various Customers, in terms of quality and workplace safety by:

- Availing of the latest international, Quality Management and safety regulations,
- Defining objectives shared by the entire organisation,
- Guiding those responsible for programming short- and long-term objectives,
- Involving all people within the structure in order to achieve the objectives,
- Directing by example,
- Fostering open and honest communication,
- Interpreting external conditions, having the ability to respond to any changes,
- Identifying the gauges and indicators,
- Defining the interfaces between the various business functions, in relation to the data to be collated and the pointers for controlling and evaluating the processes,
- Ensuring the conduct of comprehensive examinations and understanding of Customer requirements,
- Determining the definition of the product characteristics, on the basis of all obligations set out under binding regulations,
- Quantitatively and qualitatively identifying the human, technological and equipment resources, the information technology and work environments necessary for achieving the quality objectives and the management, execution and control activities for the undertaking and in-house quality audits, by defining the responsibilities and authorities of all personnel who manage, perform and verify activities affecting the company's Quality Management System - to which end, the corporate structure has been drawn up, represented in the organisation chart under Annex 1 to the Quality Management Manual and made available through the appropriate means and equipment, to be used for the production and its handling,

- Carrying out a six-monthly management review of the system, in order to verify its continued suitability, adequacy and effectiveness, to then be documented in a specific report,
- Formalising an analysis of the corporate environment in order to assess the possible positive or negative impacts on the strategic objectives set,
- Identifying the main stakeholders, determining their priority needs or expectations and consequent actions for improvement,
- Formalising an analysis of risks and opportunities.

The above is established within a system of documents covered by this Manual that trace the main lines of the programme and specify its development (where necessary) by means of procedures based on the activities to be conducted.

These documents, which already exist for the activities currently conducted (Procedures 1-13 and Operating Instructions 1-49), will be eventually issued (also in agreement with the Customers concerned) to any new areas of application or other activities to be carried out.

The Directorate-General is to be immediately informed in the event of discord between the Quality Manager and any other Corporate Manager. This is in order to jointly resolve the issues highlighted, with the support of this Manual.

No deviation and/or exception must be made in regards to the text in this Manual, drafted by the Quality Manager and approved by the Directorate-General.

In any case, the Italian version of this text shall prevail in the event of any dispute and/or question concerning its technological interpretation.

In order to increase the satisfaction of each individual Customer, the Directorate-General:

- Identifies the needs of the Customer and especially their expectations,
- Makes such needs known to the entire organisation, with the aim of exceeding Customer,
- Measures Customer satisfaction and activates actions resulting from the knowledge acquired,
- Pays attention to the needs expressed and manages the resulting reports, adopting in particular the procedures defined in the corporate Quality Management Manual and under Procedure no. 1

The Quality Policy is communicated to all internal operators within the company, also delivering in a controlled manner this Quality Management Manual, all of the Procedures and the Operating Instructions referred to therein, adopting the means defined in detail under Procedure no. 2.

Such functions are also trained on the matter, recording the activities in specific reports. This is in order to facilitate an understanding of the corporate policy across all levels, to favour the pursuit of continuous

improvement for all processes, in the awareness that only through the language of the data shall it be possible to:

- Measure the objectives and work towards their achievement,
- Compare the results achieved with past and planned results,
- Conduct a review to verify whether and to what extent the company is moving away from its global strategic plans and, consequently, have the opportunity to propose, implement and verify the necessary corrective actions, applying the representative indicators of the objectives under the company's policy per Annex 5 - Corporate Quality Management Manual.

MODENA, 10/04/2020

THE DIRECTORATE

GEOM. CASSIANI G.