



QUALITY POLICY

Data : **31/07/2024**

Doc. n° **DOC_05_01**

Rev. n° **01**

Pag. 1 di 1

The Quality Policy is the first moment of communication to the staff to provide clear indications about the company's orientation towards Customers, the service provided to them and the environmental and regulatory context in which the company operates.

DUE GI wants to strive for continuous improvement of the processes managed, for which the continuous monitoring of appropriate process parameters allows us to maintain a continuous tension towards the objectives. The Quality Policy may therefore vary to adapt them to the strategies and objectives that the Management will define during the periodic review.

The Policies in specific matters of Quality can be traced back to the following principles: Consolidare una cultura aziendale basata su valori quali l'onestà ed il rispetto delle regole;

1. Consolidate a corporate culture based on values such as honesty and respect for the rules;
2. Understand the context in which DUEGI operates, planning and implementing actions to best manage interactions;
3. Be proactive, basing our work on a culture of prevention and improvement;
4. Maintain the management system active, widespread and supported at all levels of the organization, to constantly monitor the performance of the processes as a whole and the market in general.
5. Constantly monitor the level of compliance of the management system with the reference standards and laws and with the directives issued by the Management.
6. Implement an effective risk and opportunity management system, capable of determining the risks that may have some influence on the business processes and the opportunities that can be seized, providing evidence of how and when they have been assessed and the plans envisaged to address them.
7. Manage knowledge, promoting and developing training and education programs for staff at all levels, in order to optimize the growth process of human resources, considered as critical resources for the company's development in the years to come.
8. Establish a system for monitoring customer needs aimed at improving existing products and services in terms of:
 - Expansion of the range of products and spare parts marketed;
 - Respect for intervention times at Customers;
 - Reduction of service disruptions during installation, repair and assistance;
 - Increase in loyal customers;
 - Increase in activities related to the main products and services offered by the company;
 - Develop attention to detail that creates the perception of good service in the customer.
9. Use suppliers with proven professionalism and constantly verified, in order to guarantee a high level of service, even outside DUE GI facilities, where necessary.
10. Strengthen the responsibility for processes by all staff, to guarantee an ever-improving result.
11. Consider climate change as a determining factor in the final quality of our products and the supply chain

The Quality Policy is a document that must be known by all collaborators and, as such, communicated in a widespread manner. To do this, it is made available online or distributed in paper format and, where necessary, through the preparation of appropriate internal communications (for example the Management Review) that contain updates or additions to the values expressed in the Quality Policy.