



QUALITY POLICY

ELC Electroconsult's management is committed to delivering products and services that fully meet **contractual requirements**, while ensuring compliance with **environmental and safety standards** and the **regulatory frameworks** of the countries in which it operates. To support this commitment, the company has established a corporate **organizational structure** designed to ensure the **highest standards of quality**.

The primary technical instrument for achieving these objectives is the **Quality Manual**, which defines the company's structure, outlines the **organizational relationships** among functions, and specifies the **roles, responsibilities**, and **management methods** related to the development and implementation of the **Quality Management System (QMS)**, in accordance with the **UNI EN ISO 9001:2015** and **Amendment 1:2024** standards.

Each **Company Manager** named in the Manual is **directly responsible** for implementing the QMS within their respective area of service.

Customer Satisfaction and Quality Objectives

Achieving complete customer satisfaction depends on the company's ability to meet the following key objectives:

1. Ensure and Maintain Quality

To consistently deliver the desired level of quality in products and services and to sustain this quality over time.

2. Meet Internal Needs

To establish and maintain an effective quality system that:

- Sets a **company-wide baseline** for defining, implementing, and updating the QMS;
- Provides management with **tools and methods** for monitoring and improving business processes;
- Offers staff clear **guidelines and criteria** to ensure quality in all products, services, and processes.

3. Meet External Needs

To clearly demonstrate to customers and external stakeholders that the company's QMS:

- **Complies with all applicable regulations**;
- Possesses the **organizational and managerial capability** to deliver products and services in line with contractual requirements;
- **Enhances customer satisfaction** through quality assurance.

Actions to Support Quality Objectives

To achieve these goals, ELC Electroconsult promotes and supports the following activities:

- **Operate in full compliance** with customer expectations, market demands, and the **legal and regulatory requirements** of all relevant jurisdictions.
- **Address risks and opportunities** by considering both internal and external factors. The organization takes proactive steps to **eliminate or mitigate risks**, reduce their

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likelihood and impact, and implement measures to address challenges such as **climate change**.

- **Continuously improve** the QMS by conducting **internal and external audits** and **management reviews** to monitor performance and drive enhancement.
- Maintain **transparent and collaborative relationships** with all stakeholders, aligned with the principles of **honesty, integrity, and respect** outlined in the **Code of Ethics** and the **organizational model under Legislative Decree 231/01**.
- Actively **understand and respond to customer needs**, ensuring all activities are focused on achieving **full customer satisfaction**.
- Involve all employees by ensuring they are **fully aware** of their roles and responsibilities within the QMS, as defined in the **Quality Manual** and supporting procedures.
- Implement comprehensive **training programs**—both internal and external at all organizational levels to develop skills and reinforce quality awareness.
- Establish and maintain **effective communication channels**, both internally across departments and externally with partners and stakeholders.
- **Plan and manage processes** using a **risk-based thinking approach**, enabling the company to proactively manage risks and leverage opportunities to strengthen its operations.

Milan, October 3rd, 2024



Marco Righini
President

