

The Chief Executive Officer of the Company has decided to issue this document which expresses the strategy he believes to be successful, and which will allow it not only to consolidate its market position but to retain customers in an increasingly stable manner. The achievement of this objective requires that the provision of services that meet the needs and expectations of the Customer be constantly guaranteed.

The quality policy adopted by **EuroUSC Italia** is therefore to be at the service of the customer and available to the market, trying to understand their needs, evolution and any shortcomings.

The quality policy therefore takes the form of the pursuit of the following objectives:

- Identify and analyse all the factors that can determine effects, negative or positive, on the objectives of the QMS and on the company objectives;
- Identify and analyse the risks associated with these factors that can determine the failure to meet the expectations of the interested parties;
- Maintain compliance over time with the requirements of the UNI EN ISO 9001: 2015 standard;
- Clearly define internal tasks and responsibilities;
- Obtain the complete satisfaction of the expressed needs of the Customer, to whom the entire experience and expertise of the Company is made available, while respecting the economic and time constraints;
- Obtain the satisfaction of the needs not directly expressed by the Customer (latent needs) but such as to increase the satisfaction of the Customer with regard to the service provided;
- Obtain from the Customer motivated confidence in the Company's ability to achieve the required quality level and maintain it over time;
- Obtain the satisfaction of people, whether they are employees or collaborators, by creating a climate of constructive collaboration;
- Monitor the processes, pursue continuous improvement and the reduction of inefficiencies in the organizational and technical management of the organization;
- Preventing defects, rather than eliminating them afterwards;
- Promote and implement staff training / refresher programs (the high attention paid to technological innovation and the professional training of its staff is the best corporate resource for consolidating current leadership);
- Constantly involve the staff;
- Review this quality policy, during the Management review process, to verify its continued validity.

The Chief Executive Officer provides adequate means and resources for the achievement of the quality policy, guarantees and verifies the training and involvement of staff, identifies improvement objectives and verifies their achievement.

The Chief Executive Officer is however aware that, in order to achieve the aforementioned objectives, the involvement of all personnel is necessary.

The above summarizes the objectives and represents the commitment of the whole company.

QUALITY POLICY

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Date, 25.05.2022



Chief Executive Officer