QUALITY POLICY

Tecnosida®'s Quality Policy expresses the Organization's concrete commitment to ensuring high quality standards in its services, with the goal of fully satisfying the needs of Customers and Interested Parties.

To ensure the continuous improvement of its Management System, **Tecnosida®** has adopted ISO 9001 as its guiding standard.

Effectiveness, promptness, specialization, competence, and focus on objectives are considered by **Tecnosida®** as fundamental elements to be constantly monitored and improved through:

- the accurate measurement of Customer satisfaction and company performance using objective and shared indicators;
- the analysis of requirements and performance aimed at consistently planning actions for continuous improvement that proactively meet the expectations of Customers and Interested Parties;
- ongoing and effective training, seen as a strategic tool to achieve both the level of competence required by the market and to spread a culture of quality within the Organization;
- investment in research and innovation, allowing us to keep pace with the evolving needs of our Customers;
- attention to dialogue and detail, to provide Customers with a precise and personalized service capable of meeting their expectations;
- a commitment to mitigating climate change by promoting responsible choices, energy efficiency, and the adoption of sustainable practices in all business activities.

Tecnosida® sets measurable objectives to be achieved and monitored, in order to direct everyone’s efforts towards clearly defined goals, fostering a strong orientation toward teamwork.

The involvement and participation of all company functions are considered essential elements for the success of our Policy, so that the satisfaction of Customers and Interested Parties results into opportunities for growth, sustainable development, and continuously improving economic results.

The Management

Carate Brianza, 15/04/2025