



Fincons Group Policy

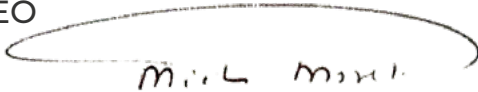
QUALITY POLICY

In accordance with ISO 9001 ed. 2015

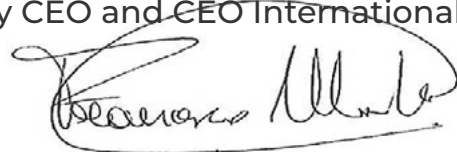


Effective from 03/03/2025. Approved by:

Michele Moretti
CEO

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Francesco Moretti
Deputy CEO and CEO International

Handwritten signature of Francesco Moretti in black ink, enclosed in a thin black oval border.

The company is firmly convinced about the importance of focusing on quality. In terms of technologies and processes, our services and solutions meet the real needs of our customers in full compliance with the general principles of the ISO 9001 standard:

- **Customer Satisfaction**
Maximum effort is spent to understand and meet customer requirements and applicable mandatory requirements, with the goal to provide products and services with high competitive value that enhance the Customer Satisfaction.
- **Leadership**
Our Middle and Top Management is the key point of reference for resolving any critical issues in order to foster the improvement at all levels.
- **People's active participation**
Our people are a strategic resource. The company ensures that all personnel adhere to the continuous training process and are in a position to offer maximum value to our clients. Our people act as a team, motivated and encouraged to propose innovative solutions with targets and rewards linked to continuous improvement.
- **Process-based approach**
The company promotes a process approach in order to achieve the expected results by producing products and services that meet customer expectations. Each process is analyzed and optimized along the entire production chain, from the design phase to post Go-Live activities.

- **Improvement**
Fincons maintains a constant focus on improvement, reacting, with appropriate risk assessment procedures, to internal and external changes that could undermine it, and evaluating new opportunities.
- **Evidence-based decision making**
Data tracking, analysis and evaluation is critical to keep processes and results under control. Management promotes the development and maintenance of an appropriate reporting system in the production and storage of documented information.
- **Relationship management**
Relationship management with suppliers, partners and other stakeholders is crucial. The company carefully selects its suppliers and supports them with a dedicated growth program, integrating the best Quality tools and methods to ensure complete process control and continuous quality improvement of supplies.
- **Environmental security**
Fincons is committed to the process of continuously improving environmental safety by minimizing the impact of our activities in compliance with current regulations.

This Policy is applicable to all services offered by Fincons and consists as a reference model for the relationships that the organization undertakes with all stakeholders.



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