

Foreword

To ensure that its products and services consistently achieve the highest levels of customer satisfaction—and more broadly, meet the expectations of all relevant stakeholders—the organization establishes the following as the foundational principles of its Quality Policy:

Focus on Customers and Interested Parties

The organization is committed to understanding customer needs and plans its activities to ensure their full satisfaction.

It also operates in compliance with the requirements and expectations of:

- The relevant market
- The country in which it operates, in accordance with applicable laws and regulations
- All stakeholders involved in its critical processes

Process Approach

The organization identifies its various activities as processes to be systematically planned, controlled, and continuously improved, allocating the necessary resources for their effective implementation.

Processes are managed to ensure that:

- Objectives and expected outcomes are clearly defined
- Responsibilities and allocated resources are clearly assigned

Leadership

The organization assumes full responsibility for the effectiveness of its Quality Management System (QMS), ensuring the availability of necessary resources and the alignment of planned objectives with its strategic direction and organizational context.

It promotes awareness of the QMS and actively involves all interested parties, providing coordination and support as needed.

Top Management is also committed to evaluating the impact of climate change on internal processes and on the products and services delivered.

Risk and Opportunity Assessment

The organization plans its processes according to a risk-based thinking (RBT) approach, in order to implement the most appropriate actions to:

- Identify and manage risks associated with its processes
- Seize and strengthen identified opportunities
- A proactive risk management culture is promoted at all levels of the organization.

Involvement of Personnel and Stakeholders

The organization recognizes that the involvement of personnel and stakeholders—together with the active participation of collaborators—is a strategic priority.

It promotes internal professional development and carefully selects external partners to ensure the availability of competent and motivated human resources.

Improvement

The organization is committed to the continuous improvement of its Quality Management System (QMS) performance.

In addition, Management pursues the following strategic objectives:

- Effective process management and control to foster professional development, employee engagement, and ongoing improvement
- QMS certification in accordance with the ISO 9001:2015 standard
- Expansion of the customer portfolio in Italy and across Europe.

The preliminary assessment of risks and opportunities related to business processes, together with internal and external audits and Management Reviews, are the tools the organization uses to drive continuous improvement.

The instrument selected for the implementation of its Quality Policy is a **Quality Management System compliant with UNI EN ISO 9001:2015**.

Management is committed to sustaining the ongoing management and improvement of Quality by defining and monitoring corporate objectives, and by organizing and managing activities and resources accordingly.

The Quality Policy and QMS are reviewed at least once a year during Management Reviews, conducted by Top Management with the support of the Quality Manager and relevant function heads. These reviews take into account:

- The reassessment of process requirements in light of updated laws and regulations
- Customer satisfaction analysis
- Identification of market needs and opportunities
- Supplier performance and collaboration, involving them in the improvement process where appropriate
- Personnel management (staffing levels, training, professional growth, etc.) and involvement in QMS application
- Availability of structural and technical resources
- Planned and controlled financial resources
- The extent to which objectives have been achieved
- Outcomes of internal audits and the status of improvement actions
- Results of the previous Management Review

Top Management assumes responsibility for communicating the Quality Policy across the organization, ensuring it is understood and applied.

The Policy is also published and made available on the organization's website.

All employees, within the scope of their roles and responsibilities, are expected to support this Policy, adopt its principles, and actively contribute to the development and improvement of the Quality Management System.

Date: 13.12.2024

Top Management

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