

CENTROTECNICA
stress to ensure

QUALITY POLICY

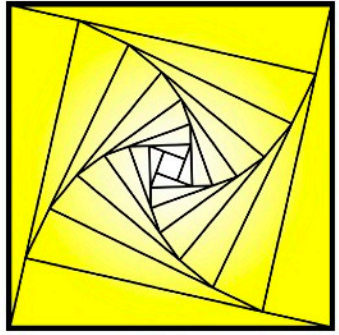
CENTROTECNICA Srl, based in via Confalonieri 23 in Masate (MI), is committed to guaranteeing the highest level of quality in the products and services it offers, pursuing continuous improvement through compliance with the most stringent regulations in the sector.

The Executive Board is formally committed to acting in accordance with the principles and guidelines contained in the company manuals, in order to achieve, maintain and increase the declared level of quality at all stages of production and service.

QUALITY TARGETS

The board has defined the following key areas for the implementation and continuous improvement of the quality management system:

- To constantly improve customer service, aiming at customer satisfaction and supporting manufacturers in the delicate stages prior to mass production of components.
- Increase competitiveness compared to competitors, distinguishing itself for reliability competence and efficiency.
- Reduce operating costs through optimization of resources and processes.
- Increase organizational and management efficiency, aiming at agile and precise management.
- Promote a culture of quality throughout the organization and encourage continuous improvement.
- Achieve a high level of service quality with a focus on:
 - Correctness and conformity of tests to the specific regulations.
 - Deliveries of products and services must be on time.
 - Quick and accurate responses to customer inquiries.

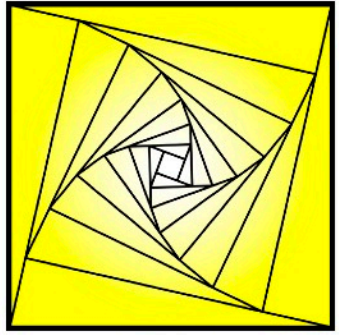


MAIN PRINCIPLES

The Centrotecnica Srl management ensures that the Test Laboratory operates in an impartial and transparent manner, avoiding conflicts of interest between the company's activities and those of the laboratory itself.

The organisation has adopted the Management System based on principles necessary to instill confidence in stakeholders, notably:

- **Principle of Impartiality:** The Management recognizes the fundamental importance of impartiality in the conduct of all business activities, processes and services. The company undertakes to identify and investigate all "risk areas" relating to impartiality, competence, confidentiality, communication, proper handling of complaints and to document and minimise any identified threat. In particular, the Management is committed to identifying and analysing possible conflicts of interest arising from the activities provided, eliminating all potential causes coming both from within the Company and from external parties. To this end, Centrotecnica Srl has adopted a Management System based on the principles of ISO/IEC 17025 standards, in order to guarantee reliability and confidence in the activities carried out.
- **Principle of accrual:** Management applies documented procedures to assess the competence of its staff, both internal and external, planning training and continuous updating to ensure that skills are always aligned with business needs.
- **Transparency and Communication:** the Management ensures maximum transparency towards customers, providing access to relevant information through the official website of the company, disclosing documentation and corporate policy.
- **Principle of confidentiality:** Management ensures the confidentiality of all information relating to people, processes and services, ensuring that staff, both internal and external, sign a contractual commitment of confidentiality and impartiality. All employees are committed to respecting the professionalism and confidentiality of documents, communications and sensitive information that they may access during their activities, in accordance with applicable laws and regulations.
- **Principle of Rapid and Effective Complaint Response:** Management ensures a fast and efficient complaint handling process, so as to protect the company and customers from irrational errors and maintain a high level of trust in the service provided.



COMMITMENT TO REGULATORY COMPLIANCE

To guarantee a high level of reliability and quality, Centrotecnica S.r.l. has chosen to operate in accordance with the UNI CEI EN ISO/IEC 17025:2018 standard for test laboratories and the UNI EN ISO 9001:2015 standard for the management of the quality system of the entire company. We are committed to meeting the requirements set by ACCREDIA to obtain and maintain accreditation as a test laboratory.

In particular, for compliance with UNI CEI EN ISO/IEC 17025:2018, the Management guarantees that the Test Laboratory will scrupulously apply all international reference standards, including EA-4/02, EA-2/15, EA-4/23, ILAC-P10:07, and ILAC-P14:09, ensuring accurate metrology of measurement results.

METROLOGICAL REFERRABILITY

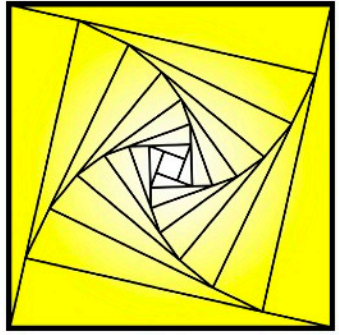
The Management recognises that metrological referability is a crucial aspect to ensure the reliability and quality of test and measurement results. Centrotecnica S.r.l. is committed to ensuring that all measurement results are traceable to international metrological standards, in accordance with the requirements of ILAC-P10 and metrological guidelines accepted globally.

To ensure the accuracy of measurements, the company entrusts calibrations of its reference samples to accredited National Metrological Institutes, which have passed a peer-reviewed process review attributable to the CIPM MRA or accredited calibration laboratories whose services are certified by accreditation bodies that are part of the EA-MLA or ILAC-MLA agreements. This commitment ensures that all measurements and results are accurate, reliable and internationally recognised.

ACCOUNTABILITY AND MONITORING

The Management is responsible for compliance with applicable regulations, whether voluntary or mandatory, and considers it essential that the company's Quality System is made up of clear, dynamic and easily applicable rules. To ensure the effective implementation of these rules, the Directorate has delegated specific responsibilities:

- **Quality manager:** the person in charge of monitoring and ensuring the application of the Quality Management System in accordance with UNI CEI EN ISO/IEC 17025:2018 and UNI EN ISO 9001:2015. The Manager also works to raise awareness and train staff, ensuring that everyone understands and complies with the quality system requirements.
- **Laboratory manager:** the figure dedicated to the implementation and technical control of compliance with UNI CEI EN ISO/IEC 17025:2018 (and ACCREDIA requirements) in the laboratory, ensuring the reliability of tests and results.



REVIEW AND IMPROVEMENT

Management undertakes to review the company's objectives and quality system at least once a year, to ensure that quality standards remain aligned with customer needs and market changes. In addition, the Management has decided to regularly monitor the quality indicators, reviewed during the Management review, in order to assess the effectiveness of the actions undertaken.

Date: 27 / 01 / 2025

For the Executive Board: Mr. Andrea Cambiaghi