



SARAS SPA QUALITY POLICY

Saras SpA Quality Policy is defined in compliance with the ISO 9001:2015 standard. It is the company reference document that expresses the basic requirements of the Quality Management System implemented in the company and summarizes and formalizes the commitment of the Top Management and the Company to satisfy the applicable requirements of the Law, of the customers, and of the stakeholders.

The Top Management has developed the Quality Policy considering the context in which Saras SpA operates and the expectations of stakeholders. Furthermore, it keeps changes under regular control, to identify any needs for continuous improvement.

The guiding principles and objectives that Top Management has identified for its Quality Management System and which it undertakes to ensure by providing the necessary human, technical and financial resources are:

- **Compliance with mandatory legislation:** ensure full compliance with mandatory legislation, guaranteeing updating on regulatory developments, and operating in compliance with health, safety and environmental protection.
- **Customer satisfaction:** ensuring quality products and services; develop the ability to respond to and, where possible anticipate, customer needs and expectations; increase their level of satisfaction, managing complaints and promoting initiatives for their information and involvement.
- **Promotion of Quality culture:** develop an adequate corporate quality culture to pursue optimal results and performance.
- **Supplier satisfaction:** establish and maintain a relationship with suppliers based on mutual trust, clarity, and honesty.
- **Financial stability:** when planning activities and investments, evaluate the cost-benefit ratio, and ensure financial solidity and operational continuity.
- **Enhancement of human resources:** train, communicate, support, involve, define skills and responsibilities, and provide adequate authority to your employees in relation to their role and competence.
- **Search for continuous improvement:** pursue full customer and interested party satisfaction, using work and analysis tools such as the Deming Cycle and "Risk & Opportunity Based Thinking", and always seeking continuous improvement.

To this end, Top Management annually defines specific objectives for each process included in the Saras SpA certification field according to ISO 9001:2015. These objectives are verified periodically through specific measurement indicators, and their achievement is possible thanks to the involvement of all staff. Finally, the results are subjected to evaluation by Top Management at the annual meeting dedicated to reviewing the system.

This Policy is disclosed to all staff and made available on the company website (www.saras.it).

Milan, 30th January 2024

SARAS SpA
Deputy Chief Executive Officer