

# QUALITY POLICY

The Management of L3A, aware of the importance and necessity of demonstrating and documenting to its customers the Organization's ability to regularly provide products and services that comply with the required and applicable mandatory requirements, has deemed it appropriate to establish a Quality System in accordance with the provisions of the UNI EN ISO 9001:2015.

Senior management demonstrates leadership and commitment to the quality management system and has highlighted, as a primary objective, the satisfaction of customer needs and expectations. Other objectives include the following:

- To support the customer by bringing innovation and reliability through the integration of the best available technologies;
- To devote the necessary attention to the analysis of the customer's needs and reality, in order to correctly assess the validity and implementation costs of the new, identifying each time the route to be taken to minimize the impact of change;
- Operate by ensuring effectiveness, efficiency and reliability, employing all necessary resources in order to ensure compliance with the principles of diligence and fairness in addition to compliance with applicable regulations;
- Carrying out activities with a commitment to comply with relevant regulations, laws and current regulations related to the sector;
- To give preference to suppliers who act with a view to continuous quality improvement in the release of its products and services;
- Pursue continuous improvement of existing technologies and facilities and equipment in order to improve quality aspects;
- Preventing and correcting possible problems and non-compliant situations by analyzing and reducing the causes that led to deviations between the results set and those obtained;
- Involve all staff and collaborators through constant information and training on organizational culture and techniques in order to pursue continuous process improvement;
- Periodically review the policy, objectives, goals and related implementation programs and give them adequate visibility within the company.

To achieve the objectives, management is committed to:

- ensure that the corporate policy is supported at all levels of the corporate organization;
- guarantee the human and instrumental resources necessary to achieve the company's objectives;
- encourage the improvement of individual capabilities of each employee and the establishment of the best business climate.

Furthermore, the Management undertakes to ensure that:

- all workers are trained, informed and sensitised to perform their tasks safely, in compliance with the requirements relating to company activities and in awareness of the individual responsibilities of each within the company quality management system;
- the entire company structure participates, according to its attributions and competences, in achieving the assigned objectives.

Dissemination of the company policy, as well as the objectives, takes place through the distribution of this document and the Company Quality Management System documentation.

This document is available to the public on the website: the Company takes steps to disseminate it in various forms of communication and distributes it to anyone who requests it.