

The General Management (GM) is committed to defining, documenting, communicating, and consistently upholding this Quality Policy across all members of the organization. This policy prioritizes the satisfaction of customers, employees, local institutions, universities, trade associations, provincial administrations, municipalities, and companies within our Client System.

Our company operates in compliance with the UNI EN ISO 9001:2015 standard through a certified Quality Management System, which serves as an effective business management tool to deliver products that meet our clients' needs. It is the responsibility of the entire organization to ensure all functions achieve the established objectives.

The General Management is responsible for defining and documenting the Quality Policy and Objectives and ensuring they are understood and implemented at all organizational levels. To implement the policy and achieve quality objectives, GM assigns authorities, responsibilities, and interrelationships to all personnel involved in directing, executing, and verifying activities that influence quality.

The General Management's objective is to ensure that the quality level of the products provided consistently aligns with client requirements. This is achieved by promptly perceiving market and contextual changes and subsequently realigning quality objectives. GM also holds the responsibility to continuously improve product quality by setting new improvement targets at least annually.

It is the General Management's intention to maintain a Quality System that supports achieving strategic objectives. To this end, GM promotes and encourages initiatives that advance the Quality System and related standards. Specifically, GM commits to:

- Disseminating the Quality Policy at all organizational levels and strictly adhering to its contents.
- Establishing and maintaining an active Quality Management System, continually improving its effectiveness as a tool for enhancing company performance.
- Strictly complying with regulatory or voluntary requirements, maintaining up-to-date knowledge to promptly adjust behaviors or infrastructures.
- Improving the efficiency of operational processes by consistently reducing non-conformities and continuously enhancing performance.
- Periodically reviewing and continuously improving the threshold values of internal quality, health, safety, and environmental indicators, while ensuring they remain within acceptable ranges.
- Analyzing and managing risks and opportunities related to various business processes.
- Raising awareness and involving all personnel working under organizational control in the Quality Policy, making them aware of their obligations and providing necessary training for task execution as required.
- Monitoring internal and external contextual factors to adapt the Quality Management System to evolving changes.
- Examining and constantly monitoring the environmental impacts generated by the organization, implementing structural and organizational changes to minimize their significance.
- Considering climate change as a significant factor in managing ACG Srl's activities, evaluating associated risks, and adopting appropriate preventive measures.

The General Management delegates the Quality Management Representative (QMR) as its representative to verify the correct functioning of ACG Srl's Quality System. The QMR must ensure compliance with the Quality Manual and report to GM in the event of significant procedural changes.

At least annually, specific objectives are established or reviewed and shared during the "Management Review." These objectives are communicated to all employees and collaborators, and their progress is constantly monitored over time.

The adoption of a Quality System compliant with the UNI EN ISO 9001:2015 standard, toward which full conformity is sought, is considered key to driving the company's continuous improvement. Acknowledging the critical role of human factors and error prevention as success factors in meeting client needs, the General Management is committed to:

- Assigning specific tasks to qualified resources.
- Adopting and maintaining adequate and up-to-date infrastructure and equipment.
- Promoting teamwork.
- Listening to and addressing all customer requests.

This Quality Policy represents our organization's dedication to excellence and continuous improvement.

Direzione Generale
Manca Carmine

