

QUALITY POLICY

The present and especially the future of ResilTech are based on meeting the requirements of our customers. The value of our products and our services is attributed to them by our customers: the position we want to take towards them is that of supplier of advanced and reliable services with respect to the aspects of quality, punctual of deliveries and compliance with all agreed requirements. Since most of our products and services have safety requirements, our commitment to meeting customer requirements and strictly following industry best practices and standards must be even greater. For what has been said, each employee must operate in this perspective to intelligently implement what is required by our customers and implement it promptly.

For this purpose, the Top Management has created a Quality Management System in 2010 that was able to achieve the following macro-objectives:

- monitor the quality of the products and services purchased (in particular any outsourcing);
- promote commercial expansion and own management efficiency;
- constantly commit to the satisfaction of legislative compliance requirements and of expressed and unexpressed expectations of customers;
- provide a qualified and reliable service to customers;
- expand and evolve services in line with future market trends;
- promote and plan the professional growth of staff, starting from new recruits, through appropriate training courses;
- make available all the necessary resources, human and not, compatibly with the budget and plan the professional growth of personnel through appropriate training courses starting from the structural limits of the company, in order to continuously improve the Quality Management System;
- consolidate, develop and continuously improve the effectiveness of the Quality Management System;
- involve all staff in pursuing continuous improvement in all company activities;
- establish, monitor, pursue and periodically review the objectives set;
- disseminate the content of this Policy to all employees and to anyone who is interested in it externally.

The Responsible for Quality Management (RGQ) is entrusted with the responsibility and authority for the management of the System and the verification of its application by all the other functions involved. The RGQ must contribute and promote the development of the Quality System and document the company organization; The RGQ must also make the QMS known to all functions and people who contribute to the achievement of the set objectives with their work.

All staff must:

- work in compliance with company procedures and practices;
- comply with all the measures envisaged for prevention and protection against safety risks;
- act in a spirit of collaboration with the colleagues and with the company;
- commit to continuous improvement in all company areas;
- try to understand and define, and therefore anticipate, the needs of customers.

The Management ensures that the policy is understood, implemented and supported at all levels, reviewed periodically to ascertain its continuing suitability, and made available to internal personnel by posting it on the bulletin board and publishing it on the company intranet and on the website.

Pontedera, 25/05/2023

DocuSigned by:

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 (Top Management)