

Fara Gera d'Adda 17.07.2024

Subject: Quality management system policy.

The BRACCHI S.p.A. Group has joined a program of continuous improvement of its organization, in order to qualify among the best companies in the sectors in which it operates; reorganizing its structure to ensure services of proven reliability, also in consideration of the acquired specializations and the increasing demands imposed by the market.

Customer satisfaction is the principle by which we operate and from which we do not want to derogate.

The quality of the services provided, as we understand it, is the understanding and timely fulfillment of the customer's needs.

The Customer's requests and implicit requirements such as competence, precision, speed, convenience, integrity, security of the data received, processed and transmitted, must not only be met, but also insured in relation to our services provided.

For this reason, the parent company BRACCHI S.p.A. and all foreign subsidiaries have adopted a certified quality management system in line with the international standard UNI EN ISO 9001.

The quality management system is a fundamental tool to ensure the future growth of our activities and to maintain and, where possible, improve our competitiveness in the market in which we operate.

The following addresses will be our continuous reference to guide us towards the full satisfaction of the requirements of the Customer and all those who work in the company:

- ✓ Constant analysis of customer requests;
- ✓ Efficiency and continuous improvement of logistics and transport processes tailored to customer needs;
- ✓ Process management with adoption of KPI to correct any anomalies;
- ✓ Satisfaction of applicable cogencies and contractual requirements;
- ✓ Constant verification of working methods and business operating procedures;
- ✓ Clear and continuous dialogue with all customers and suppliers;
- ✓ Continuous improvement of the Quality Management System through the response to the opportunities that the market can offer to the organization.

The top management is a sponsor of the Quality Policy, striving to ensure that these choices are understood, shared and implemented by all employees, actively working to overcome any application problems and periodically checking the Policy.

In addition, the Senior Management is responsible for the regular monitoring of the objectives through the Management Review, where the objectives are reviewed to ascertain their continued suitability and to define any areas and/or opportunities for improvement.

All professional figures belonging to any level of the organization must work and collaborate to achieve the objectives set.

The application of the quality management system therefore requires full participation, commitment and effective interaction of all staff in the organization.

This document, a summary of the Directorate's thinking, is public and available for consultation by all interested parties.

The CEO

Umberto Ferretti
