

Annex D1.2-1

QUALITY POLICY

(UNI EN ISO 9001:2015)

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The Company's Integrated Management System

In its process of growth, revision, and continuous improvement, 40-FACTORY has decided to establish an Integrated Management System (IMS) for quality and information security, covering the entirety of the Company's characteristic activities.

The GIS encompasses all phases of the life cycle of MAT and Wilson software application products and related services: design, production, marketing, installation and support, and delivery of IT services such as SaaS (Software as a Service) distribution of applications.

The GIS with which 40-FACTORY has been equipped is the result of the integrated adoption of the two management systems of Quality Management System (QMS) and Information Security System (ISMS), which comply with the standards respectively:

- UNI EN ISO 9001:2015 - Quality management systems - Requirements.
- UNI CEI EN ISO/IEC 27001:2024 - Information security, cybersecurity and privacy protection - Information security management systems - Requirements (*recalling ISO/IEC 27001:2022 Information security, cybersecurity and privacy protection - Information security management systems - Requirements*).

Management is convinced that the adoption, in the implementation of an IMS, of the concepts and principles underlying these standards brings important benefits to the Company:

- improve *"the ability to consistently provide products and services that meet customer and applicable mandatory requirements"* ⁽¹⁾ and relevant stakeholders in an increasingly competitive productive economic system,
- *"address risks and opportunities associated with its context and goals"* ⁽¹⁾ characterized by rapid change and evolution and innovation
- improve the ability to preserve *"confidentiality, integrity and availability from information through the application of a risk management process"* ⁽²⁾ to meet emerging cybersecurity challenges in an environment of increasing technological, *data-driven* interconnectedness;
- Ensure *"compliance with the specified requirements of the quality management system"* ⁽¹⁾ and legal and regulatory requirements applicable to information management;
- build a solid foundation for implementing within their business goals, sustainable and resilient development strategies.

To achieve these IMS objectives of quality and information security efficiently and effectively and pursuing continuous improvement of the system itself, IMS activities have been defined and structured within a set of interrelated processes, managed using the "Plan-Do-Check-Act" (PDCA) cycle with planning based on an analysis of the context (internal factors, external factors and stakeholder needs) and applying a systematic preventive approach based on risk analysis" that minimizes corrective actions and the occurrence of problems.

Quality and customer satisfaction policy

WHEREAS, the company is characterized as a cutting-edge company in terms of efficiency and flexibility, mainly due to the commitment and professionalism of its management, employees and collaborators, the company's mission has always been to:

- Offer products and services for its customers that are value-added enablers to enable increased operational efficiency and sustainability of industrial plants
- Listen to and meet the needs of customers
- Develop products to make it easier and more efficient to communicate between people, between people and things, and between things and things
- Maintain control of primary technologies in order to manipulate and adapt them to the real needs of customers.
- Provide the supporting services to make our customers' experience complete and unique
- create innovative technology systems and excellent services that enable companies and individuals to communicate with each other and with all kinds of electronic devices easily and without investment in infrastructure.

Senior management "understands" its integrated management system as an expression of the company's ability to provide products and deliver services, to identify and activate internal improvement and coordination strategies to achieve greater competitiveness and operational flexibility in order to:

- Optimize the management and delivery of products and services;
- Employ experienced and continuously updated human resources;
- Select qualified collaborators and suppliers and carry out continuous monitoring of the quality of their products/services;
- Maintain constant attention to the customer in order to increase customer satisfaction.

The integrated management system adopted by 40Factory is based on a "risk-based thinking" approach that enables the organization to determine the factors that could generate process deviations from objectives and expectations and to put in place preventive controls to minimize negative effects and make the most of market opportunities by anticipating market trends.

40Factory invests in human resources training and the search for qualified employees and suppliers. The Top Management believes that the performance of each and every employee, collaborator, operator in general, have reflection on the final result, so only the involvement, contribution and convinced participation of all staff can enable 40Factory to achieve the set goals, their consolidation, and thus their maintenance over time; in this sense, the entire corporate structure, each within the scope of its competence and role, will take all measures aimed at achieving the below general principles:

- Place the utmost attention in identifying and meeting the needs of its people, especially employees and collaborators by ensuring constant action to enhance, motivate and develop people professionally
- Ensure compliance with basic ethical principles that can be summarized as transparency, ethics and sustainability;
- Continuously improve the quality of the company's management and the products and services offered resulting in the generation of positive results both economically and in

terms of excellence and reputation to the outside world, with full satisfaction of customers and partners;

- To be inspired by the principles of ethical finance in conducting economic-financial relations with stakeholders and its own people;
- Ensure the availability of professionalism always appropriate to the needs of stakeholders and in any case the target market;
- Continuously improve the image of a responsible and efficient society;
- Maintain a high focus on the principles of environmental sustainability;

In relation to the achievement of the general objectives/principles listed above, the Top Management sets, during periodic management reviews, specific objectives based on the results achieved and from a short/medium-term perspective. There, the Senior Management also defines and identifies the resources needed to achieve the objectives it has set and reviews this quality policy for adequacy.