

Annex D1.2-1

QUALITY POLICY

(UNI EN ISO 9001:2015)

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## 1. The Company's Integrated Management System

In its process of growth, review, and continuous improvement, 40FACTORY has decided to establish an Integrated Management System (IMS) for quality and information security, which fully covers the Company's core activities.

The IMS includes all phases of the lifecycle of the MAT and Wilson software application products and related services: design, production, marketing, installation, and support, as well as the provision of IT services such as the distribution of applications in SaaS (Software as a Service) mode.

The IMS implemented by the Company results from the integrated adoption of two management systems: the Quality Management System (QMS) and the Information Security Management System (ISMS), compliant respectively with the following standards:

- 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 (*which refers to the ISO/IEC 27001:2022 standard*).

Management is convinced that adopting the concepts and principles underlying these standards in implementing the IMS brings important benefits to the Company, such as:

- Improving “*the ability to consistently provide products and services that meet customer requirements and applicable statutory and regulatory requirements*” <sup>(1)</sup> and those of relevant interested parties, in an increasingly competitive economic and productive environment;
- “*Addressing risks and opportunities associated with its context and objectives*” <sup>(1)</sup>, characterized by rapid changes, developments, and innovations;
- Enhancing the ability to preserve “*the confidentiality, integrity, and availability of information through the application of a risk management process*” <sup>(2)</sup> to face emerging cybersecurity challenges in an increasingly interconnected, *data-driven* technological context;
- Ensuring “*compliance with specified requirements of the quality management system*” <sup>(1)</sup> and with applicable legal and regulatory requirements related to information management;
- Building a solid foundation to achieve sustainable and resilient development strategies within its business objectives.

To efficiently and effectively achieve these IMS objectives for quality and information security, while pursuing continual system improvement, the IMS activities have been defined and structured within a set of interrelated processes managed using the “Plan-Do-Check-Act” (PDCA) cycle. Planning is based on a context analysis (internal and external factors and stakeholder needs) and applies a systematic, preventive risk-based approach that minimizes corrective actions and the occurrence of problems.

## 2. Quality and Customer Satisfaction Policy

Given that the company is characterized as a cutting-edge organization in terms of efficiency and flexibility, above all thanks to the commitment and professionalism of its management, employees, and collaborators, its corporate mission has always been to:

- provide products and services that enable added value for customers, allowing them to increase the operational efficiency and sustainability of industrial plants;
- listen to and meet customer needs;
- develop products to make communication simpler and more efficient: between people, between people and things, and between things themselves;
- maintain control over core technologies in order to adapt and tailor them to the real needs of customers;
- deliver support services to make our customers' experience complete and unique;
- create innovative technological systems and excellent services that enable companies and individuals to communicate with each other and with any type of electronic device easily, without requiring investments in infrastructure.

Top Management *regards* its Integrated Management System as an expression of the company's ability to provide products and deliver services, as well as to identify and implement improvement strategies and internal coordination in order to achieve greater competitiveness and operational flexibility with the aim of:

- optimizing the management and delivery of products and services;
- employing skilled human resources committed to continuous professional development;
- selecting qualified partners and suppliers and carrying out continuous monitoring of the quality of their products and services;
- maintaining constant attention to the customer in order to increase their level of satisfaction.

The Integrated Management System adopted by the Company is based on a risk-based thinking approach, which enables the organization to identify factors that could lead to deviations in processes from objectives and expectations, and to implement preventive controls to minimize negative effects and seize market opportunities by anticipating trends.

40Factory invests in the training of its human resources and in the search for qualified partners and suppliers. Top Management believes that the performance of each individual employee, collaborator, and operator in general has an impact on the final result. Therefore, only the involvement, contribution, and active participation of all personnel will allow the Company to achieve its set objectives, consolidate them, and ensure their long-term maintenance. In this sense, the entire company structure—each individual within their own area of responsibility and role—will adopt all necessary measures to achieve the following general principles:

- pay the utmost attention to identifying and meeting the needs of its people, particularly employees and collaborators, by ensuring ongoing efforts to enhance, motivate, and foster their professional growth;
- ensure compliance with fundamental ethical principles, summarized as transparency, integrity, and sustainability;
- continuously improve the quality of the company's management as well as the products and services offered, thereby generating positive results both economically and in terms of excellence and reputation, with the ultimate goal of fully satisfying customers and partners;
- be guided by the principles of ethical finance in managing economic and financial relationships with stakeholders and with its people;

- ensure the availability of professional skills that are always aligned with the needs of stakeholders and, in any case, with those of the reference market;
- continuously improve the company's image as a responsible and efficient organization;
- maintain a strong focus on environmental sustainability and climate change by reducing our environmental footprint, developing software aimed at enhancing the sustainability of industrial plants, promoting climate awareness, and assessing and monitoring climate-related risks.

In relation to the achievement of the above general objectives/principles, Top Management sets specific objectives during periodic management reviews, based on the results achieved and with a short- to medium-term perspective. On these occasions, Top Management also defines and identifies the resources required to achieve the established objectives and reviews this Quality Policy to ensure its ongoing adequacy.