Quality Policy

With the implementation of an Integrated Quality and Information Security Management System, Artificialy SA assumes a commitment aimed at **ensuring Quality in its core process activities, within the established timeframes and in full compliance with the requirements contractually specified, as well as those defined in technical documentation, agreements, applicable laws, and mandatory standards.**
The above is intended to fully meet customer expectations and requirements, while strengthening the image of reliability and expertise that Artificialy SA has built over time in its sector, as well as to leverage any additional advantages resulting from the continuous improvement of the company's organizational structure.

In this context, the main macro-objectives set are as follows:

OBJECTIVE 1: to satisfy the Customer in service delivery activities through controlled processes;

OBJECTIVE 2: to maintain the company's "style" in line with market requirements;

OBJECTIVE 3: efficiency in the internal organization of tasks and resources;

OBJECTIVE 4: achievement of the financial and economic objectives defined in the budget for the relevant period;

OBJECTIVE 5: maintenance of certification.

These objectives imply a continuous commitment and ongoing improvement, both in meeting Customer requirements and in adapting all company processes. The objectives identified are not meant to be achieved once and for all; rather, they must be pursued consistently and methodically, with the awareness that a continuous improvement project requires a positive approach and a joint effort by all members of the organization.
The achievement of these objectives will be monitored through the continuous assessment of customer satisfaction and through the analysis of complaints. Furthermore, the achievement and maintenance of these objectives will be supported by training and information activities for personnel at all levels.

It is clear, however, that the aim of offering increasingly appropriate and specific services, capable of highlighting greater advantages and guarantees in terms of Quality, compliance, and reliability, can also benefit Artificialy SA by reducing costs, waste, and service inefficiencies (costs of "non-quality"). In this sense, the ongoing relationship with the chosen certification body will act as an additional motivating factor; therefore, obtaining quality certification represents an implicit objective to be maintained and further developed in the years to come.

In order to make the above objectives tangible, Artificialy SA, in addition to providing the necessary resources, **will define benchmark indicators that, when analyzed during the Integrated Management System (IMS) Management Review meetings, will allow the medium-term evaluation of improvements and benefits derived from the implementation of the IMS, both at company level and to the advantage of customers.**
As a result of this analysis, **Artificialy SA issues an annual document outlining the objectives for the subsequent period, i.e. for the year between two consecutive ordinary management review meetings. This document is communicated to all company personnel so that, according to their roles and competencies, they may contribute to achieving the defined objectives.**

In particular:

- for objectives 1) and 2), the following elements are considered and analyzed in summary form:
    - customer evaluations of the services provided;
    - customer complaints (number and type);
    - costs incurred to resolve complaints and non-conformities (NCs);
- for objectives 3) and 5), Management, with the support of the RGQSI, verifies the actual state of the organization at predefined intervals, analyzing appropriate indicators that reflect the effective implementation of the IMS and documented procedures;
- for objective 4), Management verifies, at established intervals, the accounting data for each contract/project as well as overall company financial data.

The feedback collected will be used to define appropriate improvement plans and as an objective basis for updating:

a) the Policy during management review meetings;
b) equipment, resources, and capacities required to achieve the required Quality level;
c) compatibility between activities performed and applicable documented procedures;
d) Quality control techniques, including the development of new procedures and tools;
e) requirements for instrumental measurements to ensure the effective Quality status of the services provided;
f) requirements for additional verification of company processes and/or services;
g) procedures for the identification and preparation of quality records and documentation.