



QUALITY AND ENVIRONMENT POLICY - CyTech S.r.l.

P.5.3

The company's Quality/Environment Policy is focused on the pursuit of customer and stakeholder satisfaction, trust and loyalty, including the safeguard of the environment in order to prevent pollution; therefore, critical situations for the environment must be monitored and managed to reduce their impact, with a view to eliminating them, on professional and behavioural ethics. It focuses on full compliance and adherence to mandatory regulations/laws. It also considers the internal and external framework in which it conducts its business, following the performance and drawing inspiration for the definition of objectives and risks in carrying out its processes.

To achieve this, the organization must undertake to achieve and maintain specific objectives which, taken as a whole, must bring about the achievement of the global strategy for quality and protection of the environment, preventing pollution. In this context, it must be considered a fundamental resource to guide CyTech S.r.l. to continuously improve its performance and respect for the environment.

To make this possible, the quality/environment policy specifically addresses business and non-business aspects necessary to ensure its success, namely:

- All the business processes for which the types and levels of future improvements must be defined, identifying the risks, opportunities and the indicators suitable to manage them;
- Customer satisfaction, of the stakeholders (environment), defining the expected level and the actions to be carried out to reach it;
- Company personnel who, feeling part of a team striving to achieve business success, must find the best atmosphere and stimulus for their development, safety and gratification;
- The expectations of the Owner relating to achievement of the level of return desired compared to the resources committed;
- The Suppliers and Business Partners in order to reach high levels of contribution and collaboration with a view to common growth;
- The Management of Resources (financial, infrastructure, people and environment) in order to ensure an effective and on-going support for the growth and success of the business.

Management has chosen to comply with UNI EN ISO 9001 and UNI EN ISO 14001 standards and the continuous improvement resulting from their application as a management tool to achieve the objectives.

The General Management has the primary responsibility for the achievement of this objective, the preparation of the Quality/Environment Management System and the verification of its adequacy. It will evaluate annually the risks and opportunities in the application of the processes. It will prepare periodic Reports on the status of the Quality/Environment Management System and on the effectiveness of achieving the objectives. It will define new objectives for the following period and analysis of the risks related to the processes.

The company organization must undertake to achieve and maintain specific objectives which, taken as a whole, must bring about the achievement of the global strategy for quality/ the environment.

In this context, it must be considered a fundamental resource to guide CyTech S.r.l. to improve its performance.

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Marino De Marchi - CEO

A handwritten signature in black ink, appearing to read "Marino De Marchi", is written over a horizontal line.

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