

## **QUALITY POLICY**

The mission of Eelectron Spa is to consolidate and continuously increase its position in the markets in which it operates, in order to represent a point of reference recognized by operators in the sector.

To this end, the Management is constantly committed to ensuring:

- the high quality of the products, in compliance with the requirements of customers and interested parties;
- the continuous development of the company's know-how;
- customer service, respecting the punctuality of deliveries;
- a strong orientation towards problem solving, in which competence, professionalism, ability to seek solutions and experience gained are key factors;
- the development, implementation and continuous and effective improvement of the efficiency and effectiveness of the Management System;
- an approach aimed at ensuring that staff operate on a daily basis in full awareness of the importance and potential consequences of their work, and that this is also extended to suppliers, so that they are part of all processes;
- that the policy is subject to periodic reviews to ensure its effectiveness and adequacy over time, including through the continuous improvement of environmental protection and pollution prevention;
- that present and future activities, products and services are consistent with the specifications established by European directives and/or regulations and national laws;
- that the integrated policy is known to staff and made available to the public.

The achievement of the objectives is implemented through the monitoring of processes with a view to continuous improvement and digitization of business processes, aimed at improving their efficiency and data security. In order to achieve these objectives, the Management considers it essential to enhance, motivate and develop the professional growth of staff, as well as their involvement in the company's improvement processes, in order to promote a common vision of the objectives. The policy and related objectives are reviewed and updated from time to time during the management review. The activities, considered to be sources of significant environmental impacts, represent the starting point for the definition of environmental objectives and targets. The Management undertakes to review the Integrated System to ensure its continued suitability, adequacy and effectiveness, in order to increase the satisfaction of the customer and other interested parties.

Legnano, 14/03/2024

Defectron SpA
The General Manager
Dr. Daniele Cose

Dr. Daniele Caso