

POLITICA PER LA QUALITÀ LA FELSINEA s.r.l.

La Felsinea's quality policy is based on the core principle of continuously striving for maximum customer and stakeholder satisfaction, respecting mutual expectations and needs. This is reflected in the high quality of its products and services, including after-sales service. LA FELSINEA pursues continuous improvement of its products and services, including through the systematic implementation of a Quality Management System compliant with the requirements of the UNI EN ISO 9001:2015 standard, developed to ensure the efficient and effective use of resources.

LA FELSINEA's mission is therefore to:

- Interpret and anticipate the needs of customers and other stakeholders, striving to translate them into products and services that best meet their needs
- Continuously improve by designing and manufacturing innovative products in compliance with the mandatory regulations applicable in Italy and the various countries of destination of the goods.
- Ensure the availability of the resources and knowledge necessary to control processes through employee training and refresher courses.
- Set improvement objectives, monitoring progress and verifying the results achieved.
- Measure the results of its activities through generally direct indicators such as sales reports, sales analysis, customer loyalty measurement, survey questionnaires, and the collection of satisfaction reports
- Ensure that the aforementioned indicators are relevant, adequate, and commensurate with market conditions and stakeholder expectations, updating them as necessary during the management review
- Identify nonconformities and their causes, ensuring effective and timely responses

Management is aware that quality is everyone's personal responsibility and commitment. It is committed to disseminating this policy, holding employees accountable for the importance of their contribution to achieving the objectives, and recommends that all managers work to ensure that the objectives established in this document, those related to processes, and those periodically defined in the Management Review are achieved, emphasizing the importance of complying with the content and procedures of the quality management system adopted by the company.

Piazzola sul Brenta, 20/04/2026

CEO

LUCA MARZARO

A handwritten signature in black ink, appearing to read "Luca Marzaro", is written over a circular stamp or watermark.