


| | | |
|---|-------------------------------------|---|
|  | INTERNAL OPERATING PROCEDURE | POI 5.2 Ed. 1 Rev. 1 Del 01/04/22 Pag. 1 di 1 |
| QUALITY POLICY | | |

It is a firm principle of the company to maintain a record of competitiveness and reliability in the domestic and foreign markets, and above all a commitment to guarantee 100% made in Italy, for the supply of high-pressure cleaning machines.

Therefore, the Company intends to ensure that its supplies are:

- of quality appropriate to customers' needs and expectations,
- manufacturing in Italy and the use of components purchased from leading companies with Italian headquarters is guaranteed and pursued (although it is of course permissible, in a globalised economy, for the product to be manufactured abroad, but the reference is still in Italy)
- is guaranteed a prompt, precise and reliable assistance service for dealers.

more generally, efforts are made to ensure that the products supplied meet requirements such as:

- compliance with technical and legal regulations,
- compliance with customer needs and expectations
- can meet compliance over time
- can be considered reliable
- are serviceable
- have an adequate cost for the customer
- they represent a product entirely made in Italy, with the only working site in Italy and components produced by Italian subcontractors and commercial components purchased from Italian third parties that guarantee, as far as it is possible to verify, that they are made in Italy.

The quality of the product and the service provided are considered fundamental strategic elements for the company's corporate policies aimed at achieving primary market positions, through the correct interpretation of customer requirements and the consequent fulfilment of contractual commitments undertaken.

In order to guarantee this, Pulitecno's management implements a Quality System that intends to be effective and efficient, that is, to be able to comply with what is requested more generally by the market and therefore more specifically by the individual customer and this is done in the best possible way.

In this regard, the company constantly verifies and defines its own internal and external context and the expectations of the relevant stakeholders.