



QUALITY POLICY

Quality Management is a strategic tool to reach excellence in Services and Products delivery and to support COMAU processes and operations control.

COMAU Management has therefore defined the following Company Quality Policy:

- Quality is defined by the **customer** so our commitment is to develop our people, processes, products and systems to deliver what the customer wants and what we promised along the entire lifecycle. We measure quality in the eyes of the customer, the way the customer measures it, to ensure a full satisfaction;
- Release poor quality is not in our **culture** and every member of the company owning a process, a project or a product is accountable for the related deliverables and will timely put in place corrective actions and decisions for the benefit of the end customer and the internal customer. A First time Quality mindset is promoted;
- The **continuous improvement** is a key element for us to insure a company functioning mechanism that works to reach the excellence in terms of safety, quality and costs. To achieve the excellence we constantly challenge our processes that we diligently follow;
- Our Quality **Control** focus is not on the final product or solution that is granted by definition by the owner of the activity but on creating a robust preventive control plan based on a failure mode analysis and our lessons learned application, able to insure the right level of error proof;
- Our suppliers are considered as partners, we work constantly to develop the supplier base as crucial part of our excellence achievement;
- We believe in a structured Project Management and Project Execution, leveraging multifunctional teams, with effective risk management and opportunities identification approach;
- We promote the **culture** of learning through the application of best practices, lessons learned after a structured problem solving approach based on defined tools;
- We believe in the value of the people capabilities (personal, professional and situational) and constantly work to align our skills to the market requirements;
- We develop, maintain and review the Quality Management System in order to be compliant with all relevant international standards, guidelines, requirements and benchmark.

With a Customer Inspired focus, our aim is to solve customer problems through innovative solutions while satisfying the expectations of our shareholders and employees by maintaining a culture of quality that produces high quality outputs for projects, products and services.

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Paolo Carmassi