

The Quality Policy, drawn up in accordance with the requirements of ISO 9001:2015, is the company's reference document that sets out management's intentions regarding the fundamental requirements of the Quality Management System implemented within the company and embodies its philosophy.

Management has developed the Quality Policy taking into account the context in which the company operates and the expectations of the relevant stakeholders, and monitors any changes to identify the need for adaptation.

This document formally sets out, in a concise manner, the commitment of Management and the company to meet all applicable requirements, whether legal, customer-related or those of interested parties.

The Guiding Principles and primary strategic objectives that Management has identified for its Quality Management System, and which it is committed to ensuring by providing the necessary human, technical and financial resources, are:

- **Full customer satisfaction:** to guarantee customers a high-quality, reliable, safe, timely and flexible service, and to develop the ability to respond to, and where possible anticipate, customer needs and expectations by identifying, implementing and optimising business processes, pursuing continuous improvement, monitoring customer satisfaction levels, managing complaints and promoting initiatives to inform and engage customers.
- **Compliance with regulations:** ensuring full compliance with regulations and any voluntary commitments undertaken, guaranteeing that staff remain up to date with new regulations, operating in accordance with safety and environmental hygiene standards, and promoting a proactive approach to environmental and safety issues.
- **Involvement and development of human resources:** communicating, disseminating information, supporting, involving, providing adequate training, defining roles and responsibilities, and granting appropriate authority to ensure that employees, in relation to their role and competence, feel personally involved in the implementation of the Quality Management System.
- **Pursuit of continuous improvement:** as a strategic solution for the full satisfaction of customers and stakeholders, using work and analytical tools.
- **Financial stability:** when planning activities and investments, the financial aspect is also taken into account and the cost-benefit ratio is assessed, thereby ensuring financial soundness, continuity of supply and technological innovation for the Company and its customers.
- **Supplier satisfaction:** establishing and maintaining a good relationship with suppliers based on mutual trust, clarity and honesty in dealings, and involving the supplier in the search for optimal and innovative solutions whilst respecting environmental and safety considerations.
- **Promotion of a quality culture:** developing an appropriate corporate quality culture to pursue the best performance results in terms of quality.

In order to achieve the above objectives, Futurelabs Europe S.r.l. intends to operate in accordance with the requirements of ISO 9001:2015 and to carry out verification, modification and preventive actions regarding the performance of activities that influence quality, safety, health and the environment.

Management is committed to ensuring the dissemination of the Quality Policy and making it available to anyone who requests it.

Cesano Maderno, 14 April 2026

The Management