

### Quality Policy

The General Management of Delta Elettronica undertakes to meet and, wherever possible, exceed customer expectations in all phases of the relationship: commercial, administrative and technical.

- at a commercial level, Delta Elettronica aims to precisely identify the customer's current and future needs and to propose the type of product-service that is most suitable from a technical and economic point of view, if necessary adapting its services to their particular needs;
- at an administrative level, Delta Elettronica undertakes to maintain maximum clarity in the relationship with Customers; contracts will be as simple as possible and the related conditions will be explained in detail to the customer; invoices will be equally transparent;
- at a technical level, Delta Elettronica will always provide a product that adheres to the parameters specified in the contracts, paying particular attention to product quality and safety;
- establish quality relationships with Customers, suppliers, collaborators;
- implement a commercial policy that, with the contribution of the entire company, makes us in tune with our Customers, creating added value together with them;
- provide products and services that meet the explicit and implicit needs of our Customers and that help them achieve the goals they have set for themselves;
- create a business context that allows those who work with us to find satisfaction in their expectations, allowing them to fully express their skills and to develop their work to the best of their ability;
- choose capable suppliers and establish a partnership relationship with them that takes into account mutual well-being;
- constantly improve;
- meet the needs of the customer and provide for their total satisfaction;
- respect the conformity of products and services, also in terms of safety, performance and punctuality of delivery;
- apply the AS9120 B standard and maintain ethical behavior towards customers, suppliers and society.

For this purpose, a Quality plan is prepared annually that defines the objectives of Delta Elettronica.

The organization of Delta Elettronica for constant control of the quality of the service offered, includes the Quality Assurance function with the specific purpose of ensuring that the pre-established quality is achieved and maintained. In any case, each individual employee in the individual activities is responsible for carrying out the work for which he or she is responsible in a manner compliant with the Quality Policy and the Quality Improvement Plans.

It is the intention of the Management to ensure that what is described in its Quality Manual is fully respected by each company entity involved with the quality of the service and that the actions to be undertaken are implemented and aimed at ensuring at all times the control of the processes, the performance of its systems, in accordance with the commitments undertaken.

The General Management therefore intends to:

- increase prevention activities in all areas, in order to reduce the costs of non-quality, the impacts on interested parties;
- optimize management processes in order to increase the competitiveness of Delta Elettronica, reduce waste and reduce risks;
- optimize decision-making processes in order to make them fast and support the objectives set;
- monitor customer satisfaction, performance, through specific methods established during the Management Review.
- Respect customer expectations for product safety aspects

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Milan 01.30.2023

The General Management