

The Management of the company FIOCCHETTI SCIENTIFIC S.R.L. subscribes to this commitment for the implementation of the following Company Quality Policy.

The primary purpose of our company is to achieve the complete satisfaction of customers, owners, suppliers and employees while respecting public institutions, the environment and the territory.

To achieve this goal, the company FIOCCHETTI SCIENTIFIC S.R.L., through a process of context analysis, definition of needs and expectations of interested parties and in-depth risk analysis, has identified the following fundamental general principles, valid for the entire organization:

1. manufacture products free of defects, compliant with the requirements established by customers and suitable to meet their needs
2. Maintain a constant focus on preventing defects, rather than remedying them
3. Maintain and develop existing customers
4. constantly monitor suppliers of raw materials and external processing
5. maintain maximum punctuality of delivery to the customer
6. ensure the customer maximum production flexibility (responding to requests in the shortest possible time) and maximum support for the resolution of complaints and problems
7. constantly improve production efficiency by using, without excessive waste, all available resources while ensuring compliance with current legal provisions
8. ensure compliance with legal requirements regarding the prevention of health and safety in the workplace, the protection of child labour, environmental protection, recycling and disposal of materials
9. Commit to compliance with all applicable legal requirements and other requirements to which the Company subscribes, which relate to our environmental aspects
10. create and maintain a Quality-oriented corporate culture through the dissemination of this Policy and the sharing of objectives for continuous improvement
11. promote and maintain a process of continuous improvement, aimed at achieving well-identified objectives
12. Provide increasingly innovative and high-performance products in full compliance with current regulations

This is summarized in the following macro-objectives, the achievement of which is the basis of the entire company activity and has the primary purpose of ensuring the satisfaction of the stakeholders highlighted above:

- Customer Satisfaction
- profitability
- Supplier Satisfaction
- Employee Satisfaction
- Safety at work
- Respect for the environment

In order to facilitate the achievement of the above, the company FIOCCHETTI SCIENTIFIC S.R.L. undertakes the following commitments:

- define, review, and keep constantly updated and appropriate to the purposes of the organization the Company's strategic lines of development defined in this Quality Policy
- ensure the constant progress and expansion of the Company
- provide the necessary resources for the performance and control of activities and for their continuous improvement
- comply with all legal requirements and regulations
- communicate, within the Company, its intentions and objectives, through the dissemination of this Quality Policy, so that it is understood and supported at all levels of the organization
- ensure that this document is available to the public
- promote the global and responsible involvement of its human and technological resources, with specific attention to the professional growth of the entire organization

- guarantee a flexible organization, based on the participation of all employees and on the continuous improvement of business processes
- operate through a process of constant innovation, achieved through research and updating at all levels, with particular attention to technologies aimed at conservation and environmental protection and product safety

The Management of the company FIOCCHETTI SCIENTIFIC S.R.L. believes that the main tool to implement these lines of conduct in the best possible way is the maintenance and application of a Quality System that complies with the requirements of the UNI EN ISO 9001 standard.

Finally, with the aim of highlighting its commitment to the development and maintenance of a quality management system oriented to medical devices, in accordance with the provisions of the UNI EN ISO 13485 standard, it aims to pursue the full satisfaction of its customers' needs in compliance with the requirements of efficacy and safety, through:

- Compliance with mandatory regulatory requirements
- Maintaining the effectiveness of the quality management system
- Planning for risk management at all stages of the life of medical devices produced
- maintaining the efficacy and safety of medical devices, including through proper management of after-sales reports
- Attention focused on the user of marketed medical devices through the guarantee of specific information and correct use

Starting from the general objectives expressed above, a dashboard of company indicators is defined annually in agreement with the department heads.

The Management itself assumes the task of monitoring the progress of these indicators through periodic meetings with those directly responsible for the process.

These meetings, as well as the annual Management Review, will also be a source of periodic analysis of process risks and changes in the context in which the company operates so as to be able to intervene with appropriate corrective actions or seize any opportunities for improvement.

In addition to the above, FIOCCHETTI SCIENTIFIC S.R.L. intends to focus its energies on achieving the following additional objectives for the period:

- acquisition of ETL certification (by the end of 2024)

Luzzara, 19 March 2024

Mario Fiocchetti
(Direzione Generale)