Annex D1.2-1
QUALITY POLICY

(UNI EN ISO 9001:2015)

Ver.2	18/06/2025	MB	Management Team	CEO	PUBLIC
REVISION	DATE	DRAFTED	VERIFIED	APPROVED	CONFIDENTIALITY

1. The Company's Integrated Management System

In its process of growth, review and continuous improvement, 40FACTORY has decided to establish an Integrated Management System (IMS) for quality and information security, which fully covers the Company's core activities.

The IMS covers all phases of the lifecycle of the MAT and Wilson software application products and related services: design, production, marketing, installation and support, as well as the provision of IT services such as the distribution of the applications in SaaS (Software as a Service) mode.

The IMS adopted by the Company results from the integrated adoption of two management systems, the Quality Management System (QMS) and the Information Security Management System (ISMS), compliant respectively with the following standards:

- UNI EN ISO 9001:2015 - Quality management systems – Requirements.
- UNI CEI EN ISO/IEC 27001:2024 - Information security, cybersecurity and privacy protection - Information security management systems – Requirements *(which refers to the standard ISO/IEC 27001:2022 Information security, cybersecurity and privacy protection - Information security management systems - Requirements).*

Management is convinced that adopting the concepts and principles underlying these standards in implementing an IMS brings important benefits to the Company:

- improving *"the ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements" (1)* and those of relevant interested parties, in an increasingly competitive economic and productive environment;
- *"addressing risks and opportunities associated with its context and objectives" (1)* characterized by rapid changes, developments and innovations;
- improving the ability to preserve *"the confidentiality, integrity and availability of information by applying a risk management process" (2)* to face the emerging cybersecurity challenges in a context of increasing technological interconnection, *data driven*;
- ensuring *"conformity to specified quality management system requirements" (1) and* to the legal and regulatory requirements applicable to information management;
- building a solid foundation for achieving sustainable and resilient development strategies within its business objectives.

To achieve these IMS, quality and information security objectives efficiently and effectively, while pursuing the continual improvement of the system itself, the IMS activities have been defined and structured within a set of interrelated processes, managed using the "Plan-Do-Check-Act" (PDCA) cycle, with planning based on a context analysis (internal and external factors and stakeholder needs) and applying a systematic, preventive, risk-based approach that minimizes corrective actions and the occurrence of problems.

2. Quality and Customer Satisfaction Policy

Given that the Company stands out as a cutting-edge organization in terms of efficiency and flexibility, above all thanks to the commitment and professionalism of its management, employees and collaborators, its corporate mission has always been to:

- offer customers products and services that enable added value, increasing the operational efficiency and sustainability of industrial plants;
- listen to and meet customer needs;

- develop products that make communication simpler and more efficient between people, between people and things, and between things and things;
- maintain control over core technologies in order to adapt and tailor them to the real needs of customers;
- provide support services to make our customers' experience complete and unique;
- create innovative technological systems and excellent services that enable companies and individuals to communicate with each other and with any type of electronic device simply and without investments in infrastructure.

Top Management regards its integrated management system as the expression of the Company's ability to provide products and deliver services, and to identify and implement improvement strategies and internal coordination in order to achieve greater competitiveness and operational flexibility, with the aim of:

- optimizing the management and delivery of products and services;
- employing skilled human resources committed to continuous professional development;
- selecting qualified partners and suppliers and continuously monitoring the quality of their products/services;
- maintaining constant attention to the customer in order to increase their level of satisfaction.

The integrated management system adopted by the Company is based on a "risk-based thinking" approach, which enables the organization to identify the factors that could cause processes to deviate from objectives and expectations, and to implement preventive controls to minimize negative effects and make the most of the opportunities offered by the market by anticipating its trends.

40Factory invests in the training of its human resources and in the search for qualified partners and suppliers. Top Management believes that the performance of each individual employee, collaborator and operator in general affects the final result; therefore, only the involvement, contribution and committed participation of all personnel will allow the Company to achieve the set objectives, consolidate them and maintain them over time. To this end, the entire company structure, each within their own area of competence and role, will adopt all measures aimed at achieving the general principles listed below:

- pay the utmost attention to identifying and meeting the needs of its people, particularly employees and collaborators, ensuring constant action to enhance, motivate and foster the professional growth of its people;
- ensure compliance with fundamental ethical principles, which can be summarized as transparency, ethics and sustainability;
- continuously improve the quality of the Company's management and of the products and services offered, generating positive results both economically and in terms of excellence and external reputation, with the full satisfaction of customers and partners;
- be guided by the principles of ethical finance in managing economic and financial relationships with stakeholders and with its people;
- ensure the availability of professional skills that are always adequate to the needs of stakeholders and, in any case, of the reference market;
- continuously improve its image as a responsible and efficient company;
- maintain a strong focus on the principles of environmental sustainability and climate change by reducing our environmental footprint, developing software aimed at the sustainability of industrial plants, promoting climate awareness, and assessing and monitoring climate-related risks.

In relation to the achievement of the general objectives/principles listed above, Top Management sets specific objectives during the periodic management reviews, based on the results achieved and with a short/medium-term perspective. On these occasions, Top Management also defines and identifies the resources needed to achieve the objectives it has set and reviews this quality policy to verify its adequacy.