Quality Policy

P.R.C. Re Pubbliche S.r.l.

(in accordance with UNI EN ISO 9001:2015)

The Management of **P.R.C. Re Pubbliche S.r.l**. recognises Quality as a strategic factor for the sustainable growth of the company, for the protection of the internal organisation and for the satisfaction of the needs and expectations of relevant stakeholders, committing itself to developing, implementing and continuously improving a **Quality Management System** in accordance with the **UNI EN ISO 9001:2015** standard.

Based on an analysis of the internal and external context, stakeholders and the risks and opportunities associated with its processes, the Management directs its strategic decisions in order to ensure operational continuity, service reliability and improvement of company performance.

With this in mind, the company considers the following to be relevant stakeholders:

- public and private customers;
- internal staff and external resources involved in the processes;
- suppliers and partners;
- the community and the external environment;
- supervisory and control bodies and competent authorities.

In line with the identified needs and the analysed risks/opportunities, the Management undertakes to:

- Provide services characterised by high quality standards, reducing the risk of non-compliance and ensuring compliance with applicable contractual, legislative and regulatory requirements;
- Ensure customer focus, preventing the risk of dissatisfaction through clear, transparent and effective communication at all stages of the contractual relationship;
- Guarantee operational flexibility and timeliness, mitigating operational risks through adequate planning of activities and control of outsourced processes;
- Qualify, evaluate and monitor external suppliers in order to reduce risks related to the supply chain and seize opportunities to improve overall performance;
- Continuously improve the effectiveness and efficiency of business processes by monitoring performance indicators, analysing risks and exploiting opportunities;
- Promote staff competence, awareness and involvement, reducing the risk of operational errors and fostering a culture of quality and continuous improvement;

• Manage complaints, non-conformities and corrective actions in a structured manner, transforming them into opportunities for learning and organisational growth;

• Operate in compliance with all laws, regulations and standards applicable to the products, processes and services provided; if these requirements are not fully defined, adopt internal management standards consistent with the spirit of ISO 9001 and geared towards continuous improvement;

• Ensure the maintenance and improvement of the Quality Management System as a tool for risk management and strategic decision support.

To implement these commitments, **P.R.C. Re Pubbliche S.r.l**. defines measurable quality objectives, which are periodically reviewed by management to verify their adequacy, effectiveness and consistency with this Policy.

The Quality Policy is communicated, understood and applied within the organisation through information and training activities and is made available to interested parties through publication on the company website.

The responsibility for maintaining and improving the Quality Management System is entrusted to the QMS Manager, who is vested with the necessary authority and autonomy.

Palermo, October 3, 2022

The Chairman
Maria Vittoria Lo Mauro

