



MAHAC SRL

Quality Policy Statement

The company mission is the full satisfaction of our three primary interlocutors: customers, suppliers and human resources

Combining synergies, forces, operational actions, evolutionary dynamics, so that these three interlocutors act and interact with our Structure in an optimal way and with full satisfaction, maximizing opportunities and reducing risks, is the objective of the company strategy.

Towards our Customers:

*We guarantee our **Reliability**:*

- *Continuous and accurate understanding of customer's needs*
- *Ongoing involvement, with continuous collaboration and mutual transparency*
- *Adequate quality of consultancy, support and accompaniment in all operational phases*
- *Strict compliance with set deadlines and optimization of the solutions adopted to pursue customer loyalty*
- *Continuous improvement of our services*

Towards our Suppliers:

*We guarantee our **Seriousness**:*

- *Interact with transparency and correctness so that the flow of information occurs efficiently and effectively.*
- *Respect contractual agreements and agreed procedures*

Towards Human Resources:

*We guarantee our **Adequacy**:*

- *Support a work environment conducive to professional and human growth*
- *Interact with transparency and fairness*

Ensure the growth of the company in terms of experience, resources, means and external image, so that the link between the name of the Company and the quality of the product offered is univocal and objective.

This policy is reviewed annually and, if necessary, updated during the Management Review. It is posted in the company and made available to all by publication on the company website.

February 14, 2024

The Direction