

## Quality Policy

. EXO Automotive Spa commits to provide products and processes of quality in accordance with the internationally recognized standard UNI EN ISO 9001:2015.

This principle leads our actions to strive for improvement, both in performance and efficiency of our relationships with customers, suppliers, and in working procedures. For this reason, EXO Automotive Spa is primarily committed to the following objectives:

- Focus on customers and stakeholders;
- Process planning with a risk-based thinking approach to implement the most suitable actions to evaluate treats and risks and take advantage of the opportunities identified
- Monitoring of customer satisfaction;
- Transparency in the choice of: products and services suppliers, reliability and efficiency of quality criteria, and cost demands;
- Maintaining the quality of the product and the service provided through an appropriate assessment plan during every stage of production;
- Customers' requests satisfaction through a timely and accurate customer service able to provide technical answers;
- Flexibility in service delivery and product distribution;
- Constant updating of the product range;
- Management of the sales network in Italy and abroad;
- Providing efficiency in logistic service also on urgent demands;
- Keeping clear and defined business processes;
- Introduction of standard templates for activities and controls reports;
- Complying with National and International industry regulations.



The Board has defined the external and internal factors decisive to the Company's strategic development as well as the crucial guidelines determining its ability to achieve the established goals and results.

This assessment, annually revised, is included in the Management Review Document. This analysis leads to the assessment of risks/opportunities and the consequent Improvement Plan.

The Board believes that the staff training and active participation to the business choices is essential for the Company improvement.

The Management is committed to ensuring the human, economic and material resources necessary so that the objectives set out above can be achieved and maintained over time, determining also the constant improvement of the Quality Management System.



Managing Director