

**TUMAC S.r.l.'s quality policy supports our mission:**

**"We promote total quality by urging, at every level, all members of our company to strive for improvement on an ongoing basis".**

**TUMAC S.r.l., in accordance with the fundamental quality principle of 'Customer Satisfaction', is committed to produce and send to its customers only products in compliance with the agreed specifications and deadlines. In order to achieve this aim, we operate as follows:**

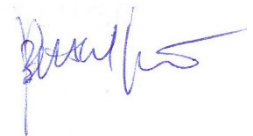
- **products and services that are in line with customers' wishes or even go beyond their expectations:**
  - producing products that conform to and in accordance with specifications;
  - achieving the objectives required by our customers;
  - monitoring customer satisfaction
- **on time shipments**
  - committing to ship products in the timeframe requested and/or agreed with the customer;
  - monitoring our performance with regard to on-time deliveries
- **cost reduction**
  - constantly working to reduce costs and waste
  - by constantly monitoring quality costs

**To fulfil our commitments, we must:**

- make the "Quality Policy" available, communicated and understood
- encourage a collaborative approach between teams to prevent defects and solve problems;
- promote, emphasise appropriate training for all employees;
- recognise the responsibility of each employee towards Quality;
- encourage people to ask questions about processes in need of improvement;
- recognise each person's contribution to personal improvement and to that of the company;
- exchange experience and collaboration with suppliers;
- use only selected and approved suppliers;
- accept raw materials, semi-finished products and externally processed parts only if accompanied (when required) by the appropriate certifications;
- keep the Quality Assurance Service independent;
- reduce waste and inefficiencies;
- make investments in technologies that can enable us to strive for work that is as defect-free as possible;
- encourage an approach to reduce process variance;
- develop and achieve Quality objectives;
- never compromise on Safety;
- review and renew this Quality Policy on a regular basis while monitoring the external and internal environment.

San Giuliano M.se li 10/01/2023

TUMAC S.r.l.

A handwritten signature in blue ink, appearing to be "D. M. S.", written over a light blue background.