

Quality Policy

Integrated Quality, Environment, Safety, Cybersecurity Management System

ISO9001:2015 – ISO 14001:2015 – ISO 45001:2018 – ISO27001:2013¹

LogicLab Srl has decided to establish an integrated management system for Quality, Environment, Safety and Cybersecurity compliant with the requirements defined by the standards ISO 9001:2015, ISO14001:2015, ISO45001:2018, ISO27001: 2013 for the following activities:

“Design, outsourcing production and sale of protection, control, measurement and automation for the energy distribution and production sectors electrical and / or industrial in general”.

The Company Management considers the Quality Policy as the means to lead the corporation towards continuous improvement of its performance. It forms an integral part of the general strategy of the company which has as its goal, beyond to the economic results of the company and therefore its permanence on the market over time, to remain a company with technical competence, flexibility, experience and ideas with a focus on environmental protection, cybersecurity and workplace safety.

The compliance standards defined by the ISO Standards is the background corporate value in the daily routines in LogicLab. Customer care, research and development, innovation driven approach, the focus on the safety of products and services and the constant growth of professionalism and awareness are essential and crucial aspects to guarantee a high quality collaboration between partners and LogicLab.

The company therefore undertakes to target the following commitments:

- **Organization.** Create and maintain an organization that allows the greatest degree of flexibility with respect to market demand, through the definition of responsibilities and operational and informative flows.
- **Satisfaction, punctuality and reliability.** Provide practical solutions to real problems with a customer orientation by listening to their requests, assisting them in the development of projects and taking due account of their suggestions. Constantly monitor the degree of customer satisfaction while maintaining maximum flexibility and promptness in the provision of services and maximum support for the resolution of complaints and problems in a short time, establishing an atmosphere of collaboration and trust.
- **Research, development and innovation.** Guarantee the complete satisfaction of the technical and mandatory requirements, both implicit and explicit, relating to industrial equipment for mission-critical applications by creating innovative solutions that are environmentally friendly at the same time. Increase and improve the product and service portfolio by providing technologically advanced solutions with high robustness and reliability.

¹ LogicLab S.r.l. is currently fully certified ISO9001:2015 - ISO 14001:2015 - ISO 45001:2018. Obtaining the ISO27001:2013 certification is in progress and should be fulfilled by Q1 2023.

- **Continuous monitoring and improvement.** Implement the monitoring of processes, suppliers and promote continuous improvement of the integrated management system. Pay particular attention to reducing inefficiencies in the organizational and technical management of the company with a constant commitment to assessing the environmental impact and always having both safety and digital security as a basis.
- **Efficient and risk-based decision making.** Determine strategic choices based on a complete assessment of expected costs and opportunities, without neglecting a careful assessment of business risks and the both nationally and internationally context in which the company operates. The company has defined, and keeps updated, the external and internal factors relevant to its activities.
- **Training, skills, competence and expertise.** Promote the competence, awareness, participation and well-being of personnel, keeping up to date with the technological evolution taking place in the sector, guaranteeing the health and satisfaction of the company's personnel. Promoting a Human-Centric vision and environmental sustainability. All the experts, engineers and technicians who work in LogicLab contribute their ideas and skills to the growth of the company.
- **Valuable and quality partnerships.** Take care of internal and external communication with customers, suppliers and third parties. Establish a relationship of trust with partners, following all the quality, environmental and safety standards that govern business processes.
- **Information processing.** Guarantee the maximum confidentiality and integrity of the personal data of customers, suppliers and partners, in full compliance with the relevant legislative regulations.
- **Cybersecurity.** Work to control and prevent cyber risks, also thanks to continuous monitoring and updates of the technical and organizational infrastructures.
- **Safety and Environment.** Create and maintain a culture based on the values promoted by the company and oriented towards social responsibility, safety and the environment, through the distribution of this Policy and sharing of the targets of continuous and constant reduction of the environmental impact, to the sustainability of processes, the well-being of the staff and the improvement of working conditions.
- **Maintenance of the Integrated Management System.** Maintain an ISO certified system for Quality, Environment, Safety and Cybersecurity that is continually subject to review and improvement in order to ensure its effectiveness but which always has this Quality Policy as a guideline.

The LogicLab Management is, first of all, responsible for the application of the Quality Policy in the company and with this in mind it undertakes to distribute its content at every organizational level and to make the tools available to support staff in their work and to ensure Customer satisfaction, the organization's first goal.

Carate Brianza (Italy), 4th July 2022
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