



## Quality Policy

It is common knowledge across all corporate levels that the primary objective of Com.Int.El. srl is to ensure **maximum Customer Satisfaction** by providing prompt service and continuous, attentive support.

We firmly believe that today "Quality" cannot be separated from **Sustainability**: an added value that guarantees the company's long-term reliability.

To pursue this goal, everyone within the organization—from Management to Production—has been involved in the implementation of a **Quality Management System** compliant with the **UNI EN ISO 9001:2015** standard, enriched by a vision oriented toward sustainable development. Every role has been empowered and given responsibility; every task has been integrated into a regulated process where operational efficiency is coupled with the **protection of resources and the local territory**.

For Com.Int.El. srl, achieving certification is not a finish line, but rather a starting point: Quality and positive external impact must be maintained and continually improved.

Management Guiding Principles:

- **Compliance and Standards:** The Management System complies with the UNI EN ISO 9001:2015 standard, integrating evaluation criteria that consider risks and opportunities related to the socio-environmental context.
- **Customer Satisfaction and Value:** The commitment to improvement and customer satisfaction is constant, focusing on solutions that prioritize the stability of suppliers and supplies.
- **Environmental Responsibility:** The company is committed to monitoring and reducing its environmental impact, optimizing energy consumption, and promoting responsible waste and procurement management.
- **The Value of People (Social Sustainability):** Every person within the Company is involved in processes and the achievement of objectives, operating in a work environment that is safe, inclusive, and oriented toward professional growth.
- **Ethics and Transparency:** Business conduct is inspired by principles of integrity and fairness toward employees, suppliers, and the local community.
- **Dissemination and Sharing:** This Policy is known at all levels of the company and disseminated through meetings, hard copy distribution, and posting, so that it becomes a shared corporate culture.

If deemed necessary, the Quality Policy may be reviewed to ensure it remains consistently appropriate to the company's goals and context.

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