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## OUR MISSION

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In order to ensure customer satisfaction and loyalty by:

1. High Standard Industrial automation;
2. High Quality Standard Service;
3. Customer Service in line with the following basic principles: professionalism - specialization - efficiency - flexibility;
4. The development of our activities in an environmentally sustainable way, with special effort to prevent pollution and accidents, as well as to improve safety, health and environment results, which are considered strategic for our activities.

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## QUALITY POLICY

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The measure of our success is determined by customer satisfaction. It is based on our ability to spread and develop the culture of automation by providing our customers with professionalism and expertise. The combination of our knowledge and an effective employment of the available resources and technological tools have prompted our success.

A fruitful and ever-evolving customer-oriented partnership is a key competitive factor to our company. In order to ensure our customer's satisfaction, we strive to achieve the following goals:

1. Design and implementation of ready operational systems;
2. Maintain a top-notch customer service;
3. Spread a high-quality culture of automation both internally and externally;
4. To assure high-level skills and commitment of all our employees.

To adequately monitor the achievement of these goals, we take into consideration the indicators outlined by Management's Periodic Reviews.

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## HEALTH AND SAFETY POLICY OF WORKERS

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Tecnica Elettronica S.p.A., in line with the Quality Policy, intends to pursue the development of its efforts in a sustainable manner for the environment by devoting the utmost commitment to the prevention of accidents as well as the continuous improvement of the results in the field of Health and Safety of Workers.

The company is committed to:

- Ensure compliance with health and work safety laws;
- Establish programs and action plans for the continuous improvement of health and safety performance;
- Inform and train all employees on the risks associated with health and safety;
- Improvement of the goals in the field of health and safety and the implementation of related programs, so that are known and shared by the whole company.

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## INFORMATION SECURITY POLICY

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Tecnica Elettronica S.p.A. manages various internal and external information both in the sphere of personal data and in that of company data (intellectual property).

The corporate objective is to ensure the continuity of the business and minimize the risk of damage by preventing any security incidents and reducing their potential impact.

The aim is to protect the company's information asset against all internal, external, deliberate or accidental threats.

The Policy ensures that the information asset is safe and reliable in accordance with the European Regulation (GDPR) and the best applicable techniques (UNI EN ISO 27001, NIST 800).

La Direzione

