

QUALITY POLICY

Caprari SpA places customers and their needs at the centre of its strategy and operations. To meet this objective, it has organised its structure so that it can offer the best solutions and systems for the integrated water cycle. These products and systems are technologically advanced and provide high levels of added value.

Caprari SpA recognises that its people and their skills are the company's main value and, this involves all levels within the organisation, and a continuous strive to improve workplace conditions. The company also provides continuous training to its employees to enhance their specific skills as well as their professional development.

The Quality Management System is based on a risk analysis and prevention approach, which allows the organisation to determine the factors that could generate deviations from the standard ISO 9001, and at the same time to implement preventive controls to manage effective corrective actions, with a view to full customer satisfaction.

The company's management operates at all levels, with unity of purpose to create the best conditions to achieve the targets identified by the Quality Management System. This operational approach facilitates the alignment of strategies, processes, and resources to achieve the company's objectives.

As a result of the general principles outlined below, measurable objectives have been identified, which are verified and monitored to continuously enhance the effectiveness of the Quality, Environment and Safety Management System.

General principles:

- Understanding and listening to customers' needs to provide products and solutions that are tailored to their requirements, as well as providing a professional, timely, and always available service.
- Maintaining the highest level of quality in its products and services to achieve positive results in terms of profitability and excellence, to the full satisfaction of both customers and employees.
- Selecting reliable partners who share the same values as the company.
- Acting responsibly and efficiently in relation to society.
- Ensuring constant motivation, appreciation, and professional growth of people.

CAPRARI Spa communicates the objectives of the Policy for the protection of the Quality to all stakeholders and interested parties (including Customers, Suppliers, Visitors, as well as all Employees), ensuring perfect visibility both within the Company and externally via the web, and making it available to all those who may be interested.

Modena, February 2024

Managing Director
Eng. Federico De Angelis

A handwritten signature in blue ink, appearing to read "F. De Angelis".