

In order to ensure the highest level of customer satisfaction, information security, data protection, and overall stakeholder satisfaction, the organization establishes the benchmarks of its Integrated Policy to maintain high quality and information security standards in line with UNI EN ISO 9001:2015, EN 9100:2018, UNI EN ISO/IEC 27001:2022, and its Integrated Management System (also “IMS”).

Attention focused on the customer and interested parties

The organization is committed to understanding customer needs and strategically planning activities to ensure complete customer satisfaction. It also operates in compliance with all relevant requirements, regulations and standards, including:

- The reference market;
- The country in which it operates, complying with laws and regulations;
- All parties involved in their critical processes.

The organization carefully considers Customer requests, collaborates to resolve technical issues, and interacts, when possible, to assist them in achieving their goals.

Process Approach

The organization identifies the various activities of the organization as processes to be constantly planned, monitored and improved, and optimizes the resources for their realization. The organization manages its processes to be unique:

- The objectives to be pursued and expected results;
- The related responsibilities and the resources used.

Leadership

The organization assumes responsibility for the effectiveness of its IMS, making available all the resources it needs and ensuring that the planned goals are compatible with the organization's context and strategic directions.

The organization communicates the importance of IMS and actively engages all stakeholders, coordinating and supporting them.

Evaluation of risks and opportunities

The organization plans its processes with a risk-based thinking approach in order to implement the most suitable actions for:

- Evaluate and process risks associated with processes;
- Exploit and reinforce the identified opportunities.

The organization promotes at all levels an adequate sense of proactivity in managing its own risks.

Objectives

The objectives that the organization aims to achieve are:

- Meet Customer expectations by implementing improvement actions and plans where organizational deficiencies are identified, or by better understanding customer needs;
- Strengthen the company's position in its business sectors and promote opportunities for cooperation and synergies with industry partner companies;
- Improve the quality level of products and services through the optimization of business processes and continuous monitoring of suppliers;
- Promote motivation and professional development of organization's employees, ensuring equal opportunities;
- Ensure that anomalies and incidents (including potential cyber risks) affecting the information system and corporate security levels are promptly recognized and properly managed through efficient prevention, communication, and response systems in order to minimize potential impacts on the business;
- Implement appropriate security measures to ensure the confidentiality, integrity, and availability of information and data handled by Argotec;
- Establish and maintain a risk management framework to identify, assess, and mitigate information security

risks to ensure the business continuity of the organization.

Involvement of staff and stakeholders

The organization is aware that the involvement of staff and all stakeholders, coupled with the active participation of all employees, is a primary strategic element.

It promotes the development of internal professionalism and the careful selection of external collaborations in order to equip themselves with competent and motivated human resources.

Continuous Improvement

The organization aims to improve the performance of its IMS as a permanent objective. Preliminary risk assessment and business-related opportunities, auditing activities, internal and external, and management review are the tools that the organization is implementing to constantly improve. The instrument chosen by the Organization to constantly pursue its policy is an IMS compliant with UNI EN ISO 9001:2015, EN 9100:2018, ISO/IEC 27001:2022.

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