

## QUALITY POLICY

Elga Europe has been operating internationally since 1973 in the field of printed circuit board manufacturing and the semiconductor industry. The high quality level of both the products and the related services has enabled the company to position itself over the years as one of the leading market players.

The adoption of a Quality Management System has accompanied this growth, with the first certification obtained in 1999 and the latest update to the ISO 9001:2015 standard.

Elga Europe, along with all its employees, is committed to pursuing and maintaining the highest level of customer satisfaction and meeting both mandatory and voluntary requirements. To this end, a Quality Management System has been designed to comply with the requirements set by the ISO 9001:2015 standard, ensuring excellence in every phase of the company's activities.

In particular, Elga Europe is committed to:

- **Delivering products and services that meet market expectations:** Through in-house laboratories and close collaboration with customers and suppliers.
- **Defining clear and measurable quality objectives:** Every level of the company, from strategic documents to operational ones, is engaged in establishing and pursuing concrete and measurable quality objectives.
- **Providing constant and proactive technical support:** The dedicated technical support team is always available to assist customers during the startup phases of new products and in managing any issues that may arise. Continuous communication with customers is maintained, offering both technical and commercial support to ensure the highest quality and satisfaction.
- **Reducing defects and service disruptions:** A process of analysis, evaluation, and risk management is applied to identify and minimize potential defects in products and service disruptions, with a constant focus on optimizing production and support processes.
- **Ensuring regulatory compliance and adherence to company policies:** A continuous commitment is guaranteed in complying with all applicable compliance obligations for our products and services, ensuring that our operational policies are aligned with the ever-changing regulatory and corporate context.
- **Training and engaging employees:** All employees, in relation to their roles and responsibilities, are consistently trained and made aware of the importance of product and service quality, thus contributing to the continuous improvement of business results.
- **Monitoring and continuous improvement:** Constant monitoring, measurement, and verification activities are carried out to ensure the continuous improvement of customer satisfaction and to guarantee the correct application of the regulations and the requirements of the ISO 9001:2015 standard.

The management of Elga Europe is directly involved in the activities of monitoring, verification, and defining improvement actions in relation to the commitments made.

This document is reviewed by the Management at least once a year during the management review to assess its adequacy in relation to the evolution of both the internal and external context.

Elga Europe s.r.l.

CEO  
Giorgio Favini

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