



## QUALITY POLICY

### VISION

Enable sustainable human presence in Space.

### MISSION

Develop and deliver technologically advanced services, through research, innovation and synergies with the industrial supply chain, to support the challenges of Space exploration and Space knowledge.

In carrying out its mission, **ALTEC S.p.A.** aims to generate and stabilize relationships characterized by Quality and Effectiveness with customers, human resources, Organizations that interface with the Company (suppliers, financial world, associations) and to ensure shareholders a stable increase over time.

ALTEC has defined its Quality Policy in line with the context analysis and the analysis of the stakeholders' expectations.

It is the policy of **ALTEC S.p.A.** to pursue with determination, in the short and long term, the following objectives:

- **Excellence in the quality of the services provided.**
- **Guarantee the satisfaction of the expressed and implied needs of the Customer and those binding.**
- **Guarantee the success of the Company, its collaborators and all other interested parties.**
- **Reconcile Quality objectives and the needs of its Stakeholders with the principles of sustainability in the social and environmental sphere.**

The company's commitment to pursuing these goals (objectives) is defined by the setting up, implementation, verification and continuous improvement of the Quality Management System compliant with UNI EN 9100:2018 and UNI EN ISO 9001:2015 standards, described in the Quality Manual.

The Quality Management System of **ALTEC S.p.A.** is based on the following fundamental principles:

- **Focus on Customer** (Customer Focus):  
to understand their present and future needs, to meet their requirements and to overcome their own expectations.
- **Leadership:**  
which must guarantee unity of intent, guidelines and an internal environment that can determine the full involvement of the staff in pursuing the objectives defined by the Company.



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- **Active participation of people:**  
which is the essence of the Company, because it experiences daily contact with the Customer and transforms the commitment to Quality in concrete daily actions aimed at its achievement.
- **Process approach:**  
to achieve the expected results with more efficiency.
- **Improvement:**  
which is a permanent goal of the Company in terms of effectiveness and efficiency and is the result of the identification, understanding and management of the business processes system.
- **Decision-making based on evidence:**  
because effective decisions are based on the logical and intuitive analysis of real data and information.
- **Relationship management**  
because a mutually beneficial relationship with stakeholders enhances the mutual ability to create value.

These fundamental principles contribute to improve the internal potential of the Company, which is also greatly benefited by the involvement, motivation and awareness of all people so that each of them behaves in the dual role of **Customer** and **Supplier**.

- as a **Customer**, in claiming the highest level of quality from those who perform the work upstream of their position;
- as a **Supplier**, in ensuring the highest level of quality on the product / service of his work, proposing improvements and committing himself to do it correctly in order to avoid remarking.

**ALTEC S.p.A** provides its Stakeholders with a “Whistleblowing” channel dedicated to reporting, even anonymously, any situations in violation of this Policy.

### RESPONSIBILITY

The Management of ALTEC S.p.A assumes the responsibility of disseminating and supporting, with the most appropriate resources and means, the Quality Policy by clarifying and assigning specific responsibilities to each collaborator for its implementation.

**Quality Management Representative**  
Alessandro Crisafi