

QUALITY POLICY

Driven by a strong commitment to improving the company's capabilities, the Management has launched an initiative aimed at the continuous improvement of the quality of its service provision and, above all, at the continuous optimisation of business processes.

As part of this process, CIRCLE SPA has identified, as a priority, the maintenance of a Quality Management System compliant with the UNI EN ISO 9001 standard, with a view to making its internal processes more effective through the implementation of appropriate procedures and controls.

Management regards the implementation of the Quality Management System as a strategic decision aimed at:

- aligning operational practices with the needs of the relevant stakeholders by taking account of significant changes in the operating environment;
- defining a uniform and shared working and control method;
- ensuring the involvement of suppliers and professional partners, with the aim of improving the quality of the services provided through a shared and uniform methodology;
- ensuring that the client's expressed and unexpressed needs are correctly interpreted.

For CIRCLE, obtaining (and maintaining) certification in accordance with the UNI EN ISO 9001:2015 standard is a strategic factor in competitiveness and market standing, and demonstrates the efforts made to ensure the ongoing satisfaction of all clients and partners.

The purpose of the certification is as follows:

SOFTWARE DEVELOPMENT, PARTICULARLY IN THE FIELDS OF PORTS, TRANSPORT AND INTERMODAL LOGISTICS, AND THE PROVISION OF HELP DESK SERVICES

CIRCLE's Quality Management System is based on a corporate risk assessment approach that enables the organisation to identify factors that could cause processes to deviate from the certification objective and to implement preventive controls to minimise negative effects and make the most of market opportunities by anticipating trends.

Through the Management Procedures, the Management has defined the tools, methods and resources available for the development and maintenance of the System.

Circle Spa

Tax Code and VAT No.
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Share capital €310,000.00
fully paid up REA no.
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Management ensures that the Quality Policy and Objectives, defined annually during the management review, are understood and pursued by all staff, by providing the appropriate means and resources for this purpose and by promoting the full involvement of all staff.

The objectives that management has set for its core processes are:

- to consolidate and strengthen its role as a partner in its relevant market sectors;
- to consolidate and strengthen collaboration with existing customers whilst simultaneously seeking new customers and building customer loyalty;
- to capitalise on the opportunities offered by new technologies to consolidate the company's presence in its core markets whilst simultaneously entering new markets by offering increasingly competitive and innovative products and services.

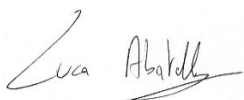
Management also considers it important to emphasise the following principles on which the company's policy is based:

- the term 'quality' refers to a constant and unwavering focus on the customer's needs;
- quality must be actively pursued;
- the results achieved must be monitored to identify new solutions or the need for updates.

The quality policy is therefore a defining feature, as it is developed in line with the Company's strategies and is shared and communicated both within and outside the Organisation; it is applied to all group companies, even those that are not certified, to ensure consistency in operational processes.

Genoa, 8 October 2024

The Management



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