

## Quality Policy

03/10/2019

Quality is the means by which Humanware moves to achieve continuous improvement in the provision of its services aimed at customer satisfaction. In Humanware, Quality is the common thread that drives every professional activity carried out internally.

Quality, therefore, is the set of capabilities deployed by the company in meeting the needs of its customers, proposing the most suitable technological solutions to improve the lives of the people to whom it dedicates its services.

The corporate vision is expressed through:

- Particular attention to the explicit and implicit needs of our customers
- The passion for technological and scientific innovation
- The development of advanced and minimally invasive systems to provide comprehensive answers to its customers
- The offer of highly innovative services and systems in compliance with regulatory requirements

Considering the particular market in which our Company operates, the rapid changes to which this market is subject and the constant technological evolution, Humanware intends to satisfy the Customer by providing an efficient, reliable, high-performance, safe, innovative and particular attention to the relationship between product quality and its price.

Quality becomes a point of reference and objective for every activity carried out within the company through:

- the continuous search for new effective and efficient technological solutions, with the highest quality standards to improve the results in patient rehabilitation care
- the creation and continuous strengthening of a group of collaborators with whom to relate with respect, fairness and trust in order to obtain an empathic, efficient, stimulating and serene environment for everyone

This is why the Management intends to give its collaborators opportunities for improvement by encouraging professional training and allowing each person to fully realize their potential in terms of ability, creativity and spirit of initiative.

The Management undertakes to plan and implement the process of continuous involvement of all staff to achieve the necessary sensitivity towards the concepts and tools of quality. The quality system must operate in compliance with the requirements dictated by the international standard UNI EN ISO 9001

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