

Quality Policy

Through its Quality Policy, Techniconsult Group defines its commitment to customer satisfaction, stakeholder value creation, compliance with applicable requirements, and the continuous improvement of its business processes.

This commitment is pursued in accordance with sustainability principles, by conducting our activities according to criteria of responsibility, effectiveness and focus on the impacts generated, and by safeguarding the health, safety and well-being of people.

The main objectives set by the Group are defined in six integrated areas, as set out below.

CUSTOMER PARTNERSHIP

- Ensure complete client satisfaction, by guaranteeing high standards of quality, efficiency and flexibility in our services.
- Develop and strengthen strategic partnerships across national and international markets, providing integrated engineering services throughout the entire asset lifecycle.
- Strengthen the Group's role as a reliable and qualified partner, supporting the client in design and technical decisions throughout the entire project lifecycle.
- Promote operational excellence by reducing inefficiencies, preventing critical issues, and continuously improving processes through effective risk management and problem-solving.

SUPPLIER PARTNERSHIPS

- Develop and maintain a qualified and reliable supply chain, in compliance with our corporate principles and responsive to the market and customers' requirements.
- Involve suppliers and partners in the development of innovative and sustainable solutions, improving the quality of the services provided.
- Assess and qualify suppliers and partners on the basis of quality, expertise, sustainability, and reliability criteria.

INNOVATION

- Drive continuous innovation by developing advanced technologies and services that anticipate and meet evolving customer and market needs.
- Invest in the adoption of technologies and tools that improve the effectiveness, efficiency and quality of business processes and services provided.
- Foster professional development through continuous training and the strengthening of technical and organisational competencies.

QUALITY

- Promote a quality-driven culture throughout the organisation, ensuring clear responsibilities, defined roles, and effective processes.

- Promote a method of work focused on achieving objectives and reducing inefficiencies, monitoring performance and optimising processes.
- Ensure effective communication and efficient sharing of information to support business processes.

SUSTAINABILITY

- Enhance the integration of sustainability into organisation decision-making and operational processes.
- Contribute to sustainable development by generating positive impacts for people, communities, and the environment.
- Consolidate the sustainability roadmap of the Group by improving environmental performance, enhancing resource efficiency, and reducing greenhouse gas emissions in line with the Group decarbonisation targets.

HEALTH AND SAFETY

- Maintain health, safety, and wellbeing as central priorities in decision-making and operational processes, ensuring an effective organisational structure and adequate resources.
- Foster a culture of prevention focused on reporting and identifying critical issues, reducing accidents and raising health and safety standards.
- Promote awareness and accountability on health and safety issues, encouraging active involvement and dialogue with customers, suppliers and other stakeholders.
- Plan and implement effective prevention and monitoring measures, adopting appropriate technological and organisational solutions, complying with applicable regulatory requirements

The Quality Policy provides a baseline for Quality Management System objectives, integrating Environment and Health and Safety issues.

Company Management ensures the implementation of this Policy by establishing measurable objectives, monitoring performance, and providing the necessary resources.

The Policy is shared at all organisational levels and periodically reviewed to ensure its compliance and alignment with the Group strategic objectives.



Florence, 09/09/2026
Company Management
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