



Quality Policy

PANTA RAY S.R.L.

The present document testifies our commitment towards quality and the implementation of a Quality Management System compliant to the ISO 9001 requirements that seeks improvement by constant review. The following document also lists a set of quality principles to be followed by all personnel within the company.

Quality is a fundamental element of PANTA RAY's business and workday. Such principles influence every aspect of our operations, ensuring that we offer training and consulting services in the organizational resilience field to the very highest standards. They are essential for the achievement of our vision to be recognized as the worldwide leading company in this sector. This requires everybody to be engaged, to understand their responsibility and to be accountable for their activities, as well as to be empowered to act in order to fully satisfy our customers, to safeguard our reputation and to contribute to the development of the Company.

Our quality policy is defined and strongly driven by the following principles and behaviours:

- We comply with relevant laws, regulations and internal requirements (Code of Ethics, Code of Conduct) as well as with the ISO 9001 as the international standard on quality management;
- We foster a quality mind-set through management's commitment, engagement, and effective communication;
- We maintain and improve our Quality Management System through the active collaboration of all staff and coordination by Paola Scotto di Frega, formally named Quality Manager;
- We obtain individual professional certifications and outline well-defined training programmes for our resources to develop our skills constantly;
- We standardize and maximize processes' efficiency through internal awareness, operating procedures and instructions (where needed) and management review;
- We actively size, identify, manage and monitor risk as the effect of uncertainty on our objectives and rely also on our internal resilience policy and practices to deliver quality even when the context is challenging;
- We work closely with our suppliers to ensure they understand our needs, they are proficient in what they do and they comply with our quality standards;
- We monitor both our and our suppliers' performances and set targets for further improvement;
- We work closely with our customers to ensure they reach their goals and their needs are met by our services;
- We complete and deliver our services on time, within budgets and to our customers' requirements and satisfaction;
- We implement corrective actions where / when necessary.

In PANTA RAY, every single member of the team has the power to influence quality and therefore the degree of success of our business. In fact, the management team expects everyone to contribute actively to the Quality Management System as well as to offer support to our Quality Manager. Team members' performance evaluation will take into consideration also the effort shown on the Quality Management System functioning, as well as on the compliance to our corporate pillars:



An internal audit is also entrusted to a professional quality auditor at least on an annual basis or at any relevant change in the organization. Any possible corrective action that is highlighted by the auditing process will be coordinated by the Quality Manager and monitored closely by the management team.

Our declared target is to reach a 100% score in our customers' satisfaction surveys. We strive for excellence in all that we do and want to contribute to a more resilient world through a distinguished value proposition based on quality and outstanding professionalism.

Annexes to quality policy:

- QMS Scope
- QMS Objectives
- QMS Interested Parties
- QMS Laws and Regulations