Politica e Mission - Appendix 5B

Quality Policy

For a company like PRINCIPAL RELOCATION COMPANY, the complete satisfaction of the customer and his requirements is a primary objective, on which the image and success of the organization strictly depend. For this reason, since its establishment, the PRINCIPAL RELOCATION COMPANY has always operated, putting the full and complete satisfaction of customer needs and expectations before any other consideration.

PRINCIPAL RELOCATION COMPANY has therefore deemed it necessary to introduce, as a strategic decision, and formally apply, as a guarantee and proof of the correctness of its way of operating, its own Management System consistent with the specific requirements of the National and Regional Standards and Regulations issued in relation to institutional accreditation, and compliant with the internationally recognized UNI EN ISO 9001 ed. 2015 standard. This system is based on the process approach, established by the reference standard. The above, in the belief that compliance with these standards, in addition to providing objective evidence of the quality levels already achieved by the production processes, allows continuous improvement to be pursued, based on innovative organizational models, thus providing increasingly efficient services. The Management System of the PRINCIPAL RELOCATION COMPANY is applicable to **"Business assistance services for the relocation of foreign families in Italy"**

The mission of the PRINCIPAL RELOCATION COMPANY is**:**

Deliver

"Assistance services to multinational and/or individual companies for relocation and immigration in Italy"

In full compliance with these principles, the Management of the PRINCIPAL RELOCATION COMPANY has defined its general quality objectives as follows:

- the appropriateness of the purposes and the organizational context
- the satisfaction of the applicable mandatory requirements
- commitment to continuous improvement

- the company's determination to recognize its dependence on the Interested Parties, to understand their current and future needs and to meet their expectations;
- the willingness of the presidency and the department heads to commit themselves directly to achieving unity of intent in the organization and a collaborative climate for the design and implementation of the quality management system;
- the enhancement and involvement of staff, for a wide use of current and potential skills;
- the orientation to see the company as a system of interconnected processes aimed at optimizing external responses;
- the awareness that reducing waste and continuously improving processes and products is essential to stay on the market in the long term;
- the determination to base business decisions on the timely analysis of reliable data;
- the establishment of mutually beneficial relationships with suppliers, optimizing possible synergies.
- Improve communication processes with internal and external customers;
- Optimize the use of organizational, technological and financial resources;
- Promote the training of all the resources employed to continuously improve the service;
- Ensuring that the management system has the resources necessary for its operation; Achieving continuous improvement of the service provided and of the internal organization, on the basis of predetermined objectives, defined by the management during the review of the quality system, implementing appropriate preventive and corrective actions;
- To take care of the dissemination and understanding within the company of this policy for the quality and development of the professional growth of staff, creating a leadership capable of maintaining an internal environment that fully involves the staff themselves in the pursuit of quality objectives;
- Periodically review the quality policy to assess its suitability, making any necessary changes;
- Take into account the indications from associations and committees and, as a priority, the suggestions collected directly from users through the customer-satisfaction questionnaires, and the customer complaints model that are available for acceptance, analyzing them monthly and applying corrective actions on the critical issues reported by users.

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The objectives relating to the Policy that PRINCIPAL RELOCATION COMPANY intends to achieve over the three-year period concern:

- Consolidation and improvement of the position on the reference market, increasing profits;
- Achievement of economic competitiveness that meets the needs of good management and a fair price/quality ratio in the services provided;
- Loyalty of historical customers and acquisition of new ones, trying to meet the contractual requirements, needs and expectations of customers at competitive costs;
- Increase in involvement and professional competence at every level of the company;

The suitability of the quality policy is re-evaluated by the Management during the reviews and redefinition of company strategies.
The Quality Policy is available as documented information present:

a) disseminated, understood and applied in the company through information meetings, display, by the QMS, of appropriate information
b) communicated externally and available to the P.I. by publication on its website, where possible or alternatively by posting on the bulletin board.

To achieve the objectives set out, the PRINCIPAL RELOCATION COMPANY deploys all the resources at its disposal, also making use, when necessary, of external resources, in order to acquire specialist support knowledge. The staff of the PRINCIPAL RELOCATION COMPANY shares the objectives and is committed to achieving them.

Date: 02.02.2024

Fima CEO

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