



Annex 1 - Company Policy

QUALITY MANAGEMENT SYSTEM

MANUAL

Revision 2.0 of 11/01/2023

Northwall Srl operates, in the healthcare and aeronautical sectors, in the creation of innovative devices, through the combination of operating procedures with the best and most advanced available technologies. We have been involved in emergency medical services and rescues for over 30 years. This has led us to create devices that have changed the way rescue operations are performed, increasing the safety of operators and patients.

Northwall continuously studies, creates and innovates its products through technological know-how, acquired in these "over 30 years of experience".

Northwall Srl has always operated in the field of design and innovation, with particular attention to aspects related to sustainability.

Northwall, through its operations, intends to ensure compliance with legislative requirements. Adopting a Quality Management System is considered by Northwall to be of significant importance for the satisfaction of the needs and expectations of its customers, compliance with mandatory requirements and continuous improvement and in line with the context in which Northwall operates. For this reason, its main goal is to achieve certification according to **the ISO 9001:2015** standard for its process of: **Design and production of aeronautical helmets and medical devices for pre-hospital emergencies. Design and delivery of training courses related to its medical devices dedicated to pre-hospital emergencies.**

To this end, it is considered essential for everyone to take a strong sense of responsibility in ensuring the utmost attention to the precision and quality of their work, in particular the following are considered fundamental elements for quality: the commitment of all staff, the responsibility of the Top Management in the implementation of the quality policy, the constant compliance of the activity with the provisions of the Quality Management System; the prevention of "non-conformities".

In the context of the relationships that Northwall has with its **customers**, these are indispensable prerogatives:

- correctly perceive the Customer's requests and needs and translate them into Quality products and services that materialize and exceed expectations;
- show the greatest possible flexibility with respect to the needs of customers;
- maintain clear relationships with Customers in order to prevent any complaints from them;
- comply with the planned construction deadlines;
- evaluate the degree of customer satisfaction;
- evaluate the process/product criticalities detected by customers through the study of the causes of the complaints they submit.

With regard to the Company's relations with its **Suppliers**, it is considered desirable:

- carry out an accurate analysis aimed at the selection of reliable Suppliers with whom to undertake long-lasting relationships;
- make the Suppliers themselves part of the Quality Policy pursued by the Company, in order to integrate them as collaborators;
- involve Suppliers in business improvement plans and in the exchange of know-how.

In addition, for suppliers of external processing/services, Northwall considers it primary to involve them from the planning phases of the system, in order to seek the sharing of objectives and methodologies and provide methodologies to ensure control that is increasingly responsive to customer specifications.

In order to optimize **the internal organization**, Northwall's General Management considers the following to be a priority:

- provide all employees with the practical and theoretical tools that enable them to contribute to the achievement of company objectives;



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- involve and integrate all company resources in the optimization of activities and improvement services according to the Client's expectations;
- identify and investigate critical areas for Quality;
- implement Corrective or Improvement Actions;
- aim for continuous improvement;
- Commit to assigning young workers to activities that are appropriate to their age and that do not involve dangerous conditions and risks to personal safety.

The Company's goal is to ensure that all activities are developed efficiently in compliance with industry regulatory requirements, market and customer demands; in particular, Northwall is committed to ensuring:

Constant determination in the pursuit of customer satisfaction and in the reduction of customer complaints.

- Pursuit of an assiduous and constant collaboration with suppliers/consultants in order to activate relationships based on continuous and joint growth towards the best overall quality.
- Improve the working environment and stimulate the participation of resources in the improvement of services, pursue the always scrupulous and careful training of the staff.
- Perform research and development of increasingly new and innovative products.
- Improve the company organization with communication and definition of skills and awareness.
- Implement risk and opportunity analyses.

Northwall srl has appointed a member of the organization, as Quality Control Manager (QCM) who, independently of other duties, has the responsibility and authority to:

- ensure that the processes of the quality management system are implemented and maintained;
- define and implement improvement actions in the face of risk analysis;
- promote customer awareness of our products through training.

However, the Management points out that the achievement of the objectives defined above is its own responsibility and that of all staff and it is the prerogative of each individual belonging to the organization, that the Quality System is actively managed and with a view to continuous improvement.

The General Management undertakes to take an active role in promoting and guiding all activities with an impact on Quality Management, promoting the fundamental contents of the Company Policy at all levels, periodically certifying the verification of its degree of suitability, understanding and implementation of the individual Standards, through direct meetings and examinations to be organized at the end of each quarter to analyze the results achieved.

The Management, in collaboration with the QCM, uses risk analysis as a tool to constantly and accurately aim for continuous business improvement.

Albinea, 11/01/2023

The Management
Northwall Srl