

**Nterilizer Ltd** defines and implements the Quality Policy, as part of the strategies of development of its activities, in order to:

- ✓ Fully meet customer expectations by providing products and services that meet their explicit and implicit needs, as well as legal requirements;
- ✓ Continuously monitor and improve quality standards.

The organization's mission is to ensure that the entire LN2 cold chain is sterile, operating in full compliance with the regulatory framework in place, and the needs of customers and stakeholders, internal and external. To do this, the following general objectives are defined, which serve as guidelines for additional commitments that will be imposed over time:

- Define internal and external context within which the Organization operates;
- Operate in accordance with applicable regulations, the needs and expectations of stakeholders, both internal and external to the Organization, activating effective communication channels;
- Plan the Quality Management System by applying a risk-based thinking approach, determining risks and opportunities in order to pursue continuous improvement;
- Knowing, understanding and communicating at all levels of the organizational structure the needs and expectations of customers, realizing their needs in requirements for the organization, making every effort to exceed their expectations;
- Monitor and measure customer satisfaction through surveys and statistical analysis;
- Pursuing the gratification of all company staff by ensuring the resources to increase their knowledge, expertise and awareness of the relevance of each activity to the achievement of business objectives;
- Define improvement plans related to defined and periodically reviewed objectives;

Ultimately, the Directorate-General intends, through the Quality Management System, to create a new culture within the Organization, also through the involvement of all staff to continuous improvement so that the achievement of quality goals is shared as a common purpose and becomes the priority commitment of each.

The Directorate-General, periodically:

- a) defines measurable objectives consistent with this Policy;
- b) assigns objectives to the various responsible functions, ensuring the resources they need to pursue them;
- c) identifies, in accordance with the Quality Manager, appropriate indicators to monitor the degree of achievement of the objectives with respect to the expected value;
- d) Verifies the degree of achievement and effectiveness of the objectives during the Periodic Reviews of the Quality Management System.

The Directorate-General is committed to implementing this Quality Policy, ensuring the resources and conditions necessary for its implementation, periodically reviewing it in order to verify its consistency with the objectives defined.

The organization has appointed a Representative of the Quality Directorate to whom it is delegated the task of preparing and updating the Quality Management System, coordinating its correct application and verifying its adequacy and effectiveness, in accordance with established internal procedures, applicable regulations, specific technological evolution and the needs of stakeholders, internal and external. In the performance of these delegated activities, the Representative of the Quality Directorate will be able to rely on the staff of the Organization that he deems suitable and who will coordinate directly.

Since the systematic application of the Quality Management System is essential for the continuous improvement of the Organization, it is essential that all employees understand and share this Quality Policy that is exposed in all locations and on the website, as evidence of its communication and disclosure.

**17 December 2019**

**The Directorate-General**

A handwritten signature in black ink, appearing to read 'L. Parmegiani', written over a horizontal line. Below the line, the text 'Dott. Lodovico Parmegiani' is printed in a small, sans-serif font.