

## QUALITY POLICY

The CEO defines the Quality Policy, which formally declares the objectives and commitments undertaken, according to the company's strategies, towards the customers, the market, the shareholders and the employees, so that the Quality Management System is implemented, maintained and its performances improved, complying with the regulatory and applicable mandatory requirements.

The Quality Management System, as described and defined in this document, must enable the compliance with commitments undertaken by the organization towards the relevant stakeholders. For this reason, the CEO considers decisive the participation of the entire company staff, each with its own specific tasks, in the implementation of the Quality Management System, in order to achieve full customer satisfaction and consolidation of the Company's image on the market, including products, such as medical devices, characterized by a high number of regulatory requirements.

Cloud-R srl, through its business activity, undertakes a demanding responsibility, also ethical, towards customers and users. Therefore, the Company will make the outmost effort in the field of research and communication with partners and users of company products and services, also in order to develop solutions that are always able to give therapeutic support in a simple and convenient way for users and partners.

It is also engaged daily in the following activities, in order to research and maintain a prominent position in the market and achieve the satisfaction of relevant stakeholders:

- increase the skills of employees in relation to the characteristics and peculiarities of the company quality management system, helping market coverage and developing effective communication mechanisms with partners and users;
- speed up the distribution of products through the adoption of the most innovative and reliable technical tools, making the organization more efficient, leveraging all the necessary potential.

To fulfill its Mission Cloud-R srl aims to

- develop and maintain the effectiveness of the Quality Management System as a tool to achieve objectives, comply with the commitments undertaken, promote the continuous improvement of business processes, ensure compliance with the mandatory requirements for the related products and services;
- adopt an integrated risk management system, in order to ensure that any residual risk is minimized for all products/services manufactured, by setting up a risk management policy consistent with the different hazards of the products;
- commit all the energies and available skills in listening to the indications, suggestions, desires of partners and users;
- consolidate the relationship with partners in order to ensure to deliver effective, safe, reliable, competitive products to the users;
- supply products/services compliant with all legal requirements in force so that the safety and health of users are ensured;

- spread the culture and the appropriate methodologies throughout the organization so that employees partners and collaborators are constantly able to provide the best expected service to customers and, indirectly, to patients;
- ensure a high level of satisfaction of all employees through the search for maximum loyalty and a sense of responsibility;
- ensure compliance with the applicable legal requirements (EU Regulation 2017/745, Regulation (EU) 2020/561 and following modifications) and the ability to keep up to date;
- encourage staff and management so that everybody can apply their attitudes, interests and predispositions and develop their technical and organizational skills

In carrying out its Mission Cloud-R is committed

- towards customers and users, to provide products and services that meet mandatory and requirements for high quality, and to demonstrate transparency and reliability;
- towards suppliers, to foster a productive "alliance" and be an active part in the definition of the performance and characteristics of the product, and to provide the necessary support for the understanding and definition of consumer's requirements and of the mandatory requirements relevant to the product;
- towards employees, to foster the spirit of initiative, to encourage professional growth, to ensure a rewarding and serene professional relationships, to ensure a safe working environment where everyone can be satisfied.
- towards shareholders, to promote the growth of the Company, ensuring adequate profitability and financial stability, essential elements for the implementation of the Quality Policy.