



ISO9001 Quality Policy

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1. INTRODUCTION

Applied operates in the field of technological and application ICT services, supporting companies and organizations in managing, evolving, and transforming their business processes through infrastructure services, digital platforms, cloud environments, cybersecurity, systems integration, data management, and innovative high-tech solutions.

The organization develops and delivers services focused on operational reliability, business continuity, technological innovation, and value creation for its customers, operating in environments characterized by high technological complexity, rapid digital evolution, and an increasing need for integration among processes, data, infrastructures, and services.

In this context, **Applied considers quality a fundamental strategic element** to ensure:

- Operational effectiveness;
- Service continuity;
- Reliability of delivered solutions;
- Customer satisfaction;
- Continuous improvement;
- Sustainable organizational growth.

For this reason, the Company has adopted a Quality Management System compliant with the UNI EN ISO 9001 standard, integrated into its business processes and aimed at monitoring, controlling, and continuously improving its activities and services.

2. PURPOSE

This Quality Policy defines the strategic directions, guiding principles, and general objectives adopted by Applied within its Quality Management System (QMS).

The Policy serves as a reference for:

- Defining quality objectives;
- Monitoring process and service performance;
- Managing risks and opportunities;
- Continuous improvement;
- Organizational and operational governance of the QMS.

Applied's Quality Management System applies to the following scope:

“Design, implementation, management, and support of technological and application ICT services supporting business processes and customer services, including IT infrastructures, cloud environments, networks and connectivity, cybersecurity, application platforms, data management and analytics, systems integration, environmental control and protection, change management and efficiency improvement, operational user support, AMS services, and innovative high-tech digital solutions for plant digital simulation and the digitalization of business management processes.”

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3. ORGANIZATIONAL CONTEXT AND QUALITY APPROACH

Applied operates in an environment characterized by rapid technological evolution, increasing complexity of IT services, and growing requirements regarding reliability, business continuity, process control, and service quality.

The organization adopts an approach focused on:

- Customer orientation;
- Continuous improvement;
- Controlled process management;
- Performance measurement;
- Risk and opportunity management;
- Continuous innovation of services and technologies.

The Quality Management System is developed according to:

- Process approach;
- Risk-based thinking;
- PDCA (Plan-Do-Check-Act) model.

Applied periodically identifies and monitors:

- Relevant internal and external factors;
- Stakeholder needs and expectations;
- Applicable regulatory and contractual requirements;
- Risks and opportunities that may affect QMS effectiveness and service quality.

Context analysis and stakeholder assessment activities are also supported by documentation and controls already established within the ISO/IEC 27001-certified Information Security Management System (ISMS).

4. MANAGEMENT COMMITMENT

Applied's Management promotes a corporate culture focused on quality, accountability, innovation, and continuous improvement, ensuring that the Quality Management System is aligned with the organization's strategic objectives and fully integrated into business processes.

Management is committed to:

- Ensuring compliance with applicable requirements for delivered services;
- Meeting customer and relevant stakeholder expectations;

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- Providing adequate organizational, technological, and professional resources;
- Monitoring process and service performance;
- Promoting continuous improvement of the QMS;
- Supporting the adoption of controlled and measurable operating models;
- Promoting quality awareness throughout the organization.

The organization continuously monitors QMS effectiveness through KPIs, SLAs, internal audits, periodic management reviews, service assessments, nonconformity monitoring, and corrective and improvement actions.

5. CUSTOMER FOCUS AND SERVICE QUALITY

Applied considers customer satisfaction a primary strategic objective.

Services are designed, implemented, and managed with the aim of ensuring reliability, business continuity, process effectiveness, and compliance with agreed service levels.

The organization continuously monitors operational performance, stakeholder requirements, and service quality through structured processes for managing:

- Incidents;
- Changes;
- Escalations;
- Complaints;
- Support requests;
- Operational improvements.

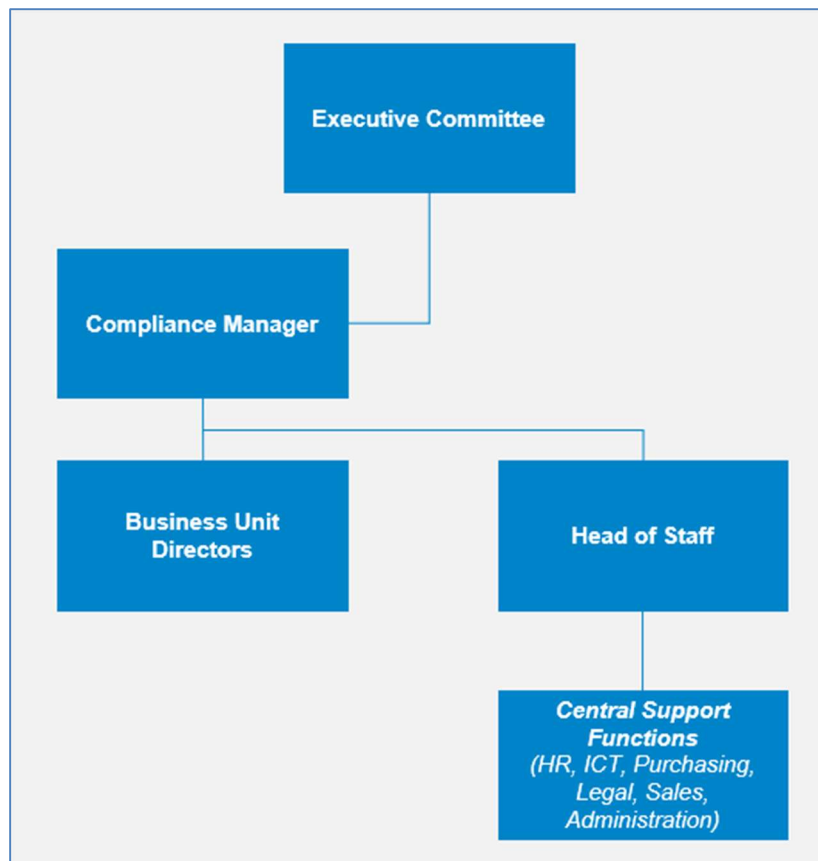
Service quality is monitored through:

- KPIs;
- SLAs;
- Service reviews;
- Audits;
- Customer satisfaction surveys;
- Service assessments;
- Operational performance monitoring.

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6. ORGANIZATIONAL MODEL AND QMS GOVERNANCE

The Quality Management System is supported by a cross-functional organizational model focused on the governance of services, processes, and operational activities.



The QMS organizational model establishes the following roles, responsibilities, and authorities:

<i>Roles</i>	<i>Responsibilities</i>	<i>Authorities</i>
<i>Executive Committee</i>	Define QMS strategic directions, ensure alignment with business objectives, monitor overall system performance, and promote continuous improvement.	Approve policies, objectives, and improvement plans; determine strategic priorities, investments, and significant corrective actions; periodically review QMS effectiveness.
<i>Compliance Manager</i>	Coordinate and oversee the ISO 9001 QMS; define methodologies, processes, and quality standards; monitor compliance, KPIs, audits, nonconformities, and CAPAs.	Plan audits, request documentary evidence, propose updates to the management system documentation, and report critical issues to the Executive Committee.

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Business Unit Directors	Ensure QMS implementation within their Business Units and monitor operational performance and service compliance.	Implement operational controls, allocate operational resources, and approve corrective actions within their areas of responsibility.
Head of Staff	Ensure cross-functional coordination between business functions and the QMS, supporting organizational integration and operational effectiveness.	Coordinate cross-functional activities and support organizational and improvement initiatives.
Central Support Functions	Support QMS implementation within their areas of responsibility and ensure compliance, tools, competencies, and operational controls.	Apply procedures and controls within their respective areas, provide documentary evidence, and contribute to improvement activities.

All company functions contribute, within their areas of responsibility, to the effectiveness of the Quality Management System and the achievement of management-defined objectives.

7. PROCESSES, PERFORMANCE AND CONTINUOUS IMPROVEMENT

Applied adopts a process-based approach founded on operational control, performance measurement, and continuous improvement.

The QMS applies to processes related to:

- Design and development of digital solutions;
- ICT service delivery and operations;
- AMS and operational support;
- IT and cloud infrastructure management;
- Networks and connectivity;
- Cybersecurity;
- Data management and analytics;
- Systems integration;
- Change management;
- Digital simulation;
- Business process digitalization.

Processes are monitored through KPIs, SLAs, operational controls, audits, and periodic reviews to ensure effectiveness, reliability, and continuous improvement.

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Information derived from audits, KPIs, assessments, customer satisfaction surveys, CAPAs (*Corrective and Preventive Actions*), nonconformities, and management reviews is used to:

- Identify improvement opportunities;
- Increase QMS effectiveness;
- Improve delivered services;
- Support strategic and operational decisions;
- Enhance process reliability.

8. COMPETENCE, AWARENESS AND INNOVATION

Applied recognizes people, competencies, and organizational culture as fundamental elements for ensuring quality, reliability, and the continuous evolution of services.

The organization promotes continuous training, professional development, enhancement of technical skills, and the dissemination of quality culture, ensuring that personnel involved in QMS processes possess competencies appropriate to their assigned roles and responsibilities.

The ability to innovate, evolve, and continuously improve processes, technologies, and operating models is a distinctive feature of Applied’s organizational model and an integral part of its corporate strategy.

9. INFORMATION SECURITY AND SINERGY WITH THE ISMS

Applied is certified according to ISO/IEC 27001 for its Information Security Management System (ISMS).

Processes, controls, and governance developed within the ISMS contribute to strengthening operational control, corporate governance, and service reliability, thereby supporting the objectives of the Quality Management System.

Many documents, processes, and controls already established under ISO 27001 are therefore reused within the QMS framework, ensuring organizational consistency, documentation uniformity, and effective operational control.

10. COMMUNICATION AND REVIEW

This Quality Policy is communicated to all personnel, made available to relevant stakeholders, and published through applicable corporate communication channels.

The Policy serves as the reference framework for defining quality objectives and monitoring the effectiveness of the Quality Management System.

Management periodically reviews this Policy to ensure its adequacy, effectiveness, and consistency with:

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- The organizational context;
- The evolution of services;
- Corporate strategic objectives;
- Applicable regulatory and contractual requirements;
- Relevant stakeholder needs and expectations

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