

## QUALITY POLICY 2026/2027

We approach every single lighting project from a different perspective in order to achieve unique design, innovative engineering, and efficient production.

The company is structured to follow the entire development process of a product, from consulting and development activities through to the optimization of the final execution phase.

Altraluce International constantly intervenes throughout the project with a multidisciplinary approach that respects the client's requirements.

The value of the company's work lies in the experience and professional approach of its trusted team of collaborators.

The continuous evolution of the sector leads the company to face, on a daily basis, the constantly changing needs of clients and of all the other parties interacting with the company, with the ongoing objective of delivering a service characterized by a high level of quality.

Our company is committed to ensuring maximum customer satisfaction through the continuous improvement of the quality of the products and services offered, in compliance with the requirements of ISO 9001:2015/Amd 1:2024. We are committed to understanding and meeting our customers' expectations and needs, promptly responding to their feedback, and adapting our production and organizational processes in order to ensure high quality standards.

Through Management Reviews and internal Audits, the Management ensures that the Policy is understood, implemented, and supported at all levels of the organization. Audits are aimed at monitoring performance effectiveness.

Management also ensures that all relevant regulatory requirements are complied with and that commitments are undertaken to achieve a reasonable and continuous improvement in quality efficiency.

The improvement objectives for 2026/2027 can be summarized as follows:

- Improve communication activities (website renewal, new digital catalogue, trade fairs, social media)
- Organize the new warehouse area in order to optimize the use of the new spaces
- Establish new collaborations with Italian and international design studios
- Further expand the supplier network and monitor supplier management
- Strengthen bespoke product manufacturing capabilities through the best use of the resin 3D printer
- Climate change / Production site safety through scheduled maintenance activities

Date: 11/05/2026

Management