

United Risk Management S.p.A. has decided to establish a Quality Management System compliant with the expressed requirements by the UNI EN ISO 9001: 2015 standard for the following activities:

*Safety, security & compliance in urban regeneration and integrity management activities for redevelopment and management of construction sites.*

United Risk Management S.p.A. continuously seeks advanced and innovative solutions aimed at offering high quality services through the pursuit of business growth through technological innovation and human resource development to promote a service to the customer in compliance with the law and the best market standards. To achieve and to maintain the set objectives over time, the Company has implemented a Quality Management System (QMS) based on the UNI EN ISO 9001: 2015 standard, as a system capable of continuously measuring and improving performance business, to ensure effective and efficient use of resources and to meet the expectations of Customers, Employees, Suppliers and interested parties in general. In line with these principles and with the values reported in the Organizational and Management and Control, this policy defines the general guidelines of United Risk for the implementation of the QMS.

Corporate strategies, therefore, translate into specific objectives and goals, such as to:

- adopt and maintain an effective QMS in the processes, in the services provided, in compliance with the regulatory and regulatory requirements other requirements that the company decides to sign voluntarily;
- define the responsibilities assigned to all business areas, verifying that they have been understood and applied;
- systematic commitment of top management to ensure the continuous improvement process;
- control and optimize company processes, correcting non-conformities that cause waste and defects continuously improve performances;
- carry out audits to measure the implementation and effectiveness of the QMS and its compliance with this Policy, ensuring the adoption of appropriate corrective actions to remove any causes of inadequacy of the System itself;
- involve and involve all personnel in order to achieve company objectives;
- to base the relationship with the Customer and with the other interested parties on maximum collaboration, trying to evaluate all requests in order to give timely answers, adequate solutions and understand any needs that can be satisfied or generate opportunities for new services;
- select, qualify and collaborate with suppliers to continuously improve the quality of the service rendered;
- ensure and maintain adequate resources for the structure;
- identify the training needs of the staff to plan interventions aimed at guaranteeing the maintenance of the skills and professional growth;
- deepen the specific needs of each customer during the offer / first contact phase to advise him in the best possible way and proposing specific customizations for special quality and precision needs;
- adopt an effective risk approach.

The Quality Management System is based on documents and procedures that must guide each company function and ensure the achievement of the objectives and goals set. Achieving goals is possible through the commitment of all staff; Top management declares its commitment to the realization of these objectives and for the dissemination of these behavioral models. All managers and employees are called to respect the requirements of the Quality Manual and the commitment to continuous improvement such as:

- ensure compliance with procedures and rules;
- achieve the quality objectives set;
- fight inefficiencies and propose actions for the continuous improvement of processes;
- increase their knowledge and enrich their cultural background;
- guide their collaborators by example and involvement;
- respect diversity (of opinion, culture, religion, language, etc...).

This Policy must be made available to all internal and external interested parties.

Milan, April 26, 2022

United Risk Management S.p.A  
Amministratore Delegato  
Dr. Carlo Mastrangelo

