

## Quality Policy

November 28, 2022

### A) DECLARATION OF INTENT

Through its organizational structure and the implementation of a Quality System, the President of ACIMMAGINE S.r.l. promotes all the necessary actions so that the activities carried out by internal staff and the processes entrusted to contractors are managed in such a way as:

1. **meet the needs and expectations** of all interested parties (Service Users, Client Companies, Public Administration);
2. comply with the **mandatory requirements** imposed by national legislation;
3. comply with the **principles of efficiency and effectiveness** by activating a Company Management System based on process planning and on the participation and involvement of internal staff;
4. constantly pursue the commitment to **continuous improvement** of processes by planning **objectives** based on objectively true data.

To achieve these general objectives, ACIMMAGINE S.r.l. has designed and implemented a Quality Management System compliant with the international **standard UNI EN ISO 9001: 2015**, without however indicating exclusions of requirements, with the following application:

#### "PROVISION OF PARKING SERVICE FOR VEHICLES IN UNDERGROUND CAR PARKS"

The Quality System of ACIMMAGINE S.r.l. is described in the Quality Policy - structural framework for establishing and reviewing improvement objectives - and in the other documents that comprise our Quality Management System; these documents identify the responsibilities, define the ways in which each aspect of the service provided must be carried out, while clarifying what are the interconnections between the processes and the criteria for continuing to provide a service that complies with contractual and legislative specifications.

### B) BASIC PRINCIPLES AND COMMITMENTS TO INTERESTED PARTIES

1. Ensure the necessary hygiene and safety requirements inside the car parks through continuous monitoring of fire prevention devices and the level of cleanliness and hygiene of the infrastructures.
2. Provide a **security service** in our car parks through video monitoring installations.
3. Guarantee a **continuous 24-hour presence** inside the car parks.
4. Provide to the customer an adequate level of **continuous assistance** through: clear communications and warnings, an appropriate assistance service at the parking cash desks and an information service during working hours.
5. Reserve dedicated parking spaces **for women**.
6. Ensure security and vigilance in full compliance with **confidentiality and privacy** requirements.
7. **Parking spaces are also accessible to people with disabilities** through: the elimination of architectural barriers, the preparation and continuous maintenance of parking spaces dedicated to them and the possibility of contacting the parking service staff for direct assistance.
8. Facilitate the Customer in payment procedures through a progressive installation, at the cash desks, of **digital systems for payment and automation of barriers opening**.
9. Isolate any **disruptions** by promoting, if necessary, actions to eliminate the causes and prevent their recurrence.
10. Ensure **stalls equipped with charging system for electric cars**.
11. To work to **resolve, in agreement with the customer, complaints** attributable to situations that have limited the quality level of the service provided.
12. **Encourage the involvement of the staff**. The implementation of a personnel policy based on the rotation of resources in relation to shifts and parking, allows an adequate level of awareness and involvement, flexibility, growth of the skills of resources.
13. Properly manage relationships with **suppliers and subcontractors** because the quality of service also depends on their work.

The President of ACIMMAGINE S.r.l.

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