

Rafla Tech Srl is committed to ensuring the highest level of customer satisfaction through the design, production, marketing and after-sales support of complex systems comprising advanced autonomous and collaborative robots and related services, in compliance with regulatory requirements and market needs.

The need to meet the expectations of customers and interested parties has led to the adoption of a more comprehensive and methodical tool to ensure efficient and proper company management, contributing decisively to the quality and reliability of the finished product. Accordingly, the company has considered the adoption of an Integrated Management System based on UNI EN ISO 9001:2015 and UNI EN ISO 14001:2015 to be the best solution for its needs.

RaflaTech undertakes to:

- Invest in research and development to design technologically advanced products;
- Continuously monitor all processes in order to identify opportunities for improvement;
- Ensure compliance with quality standards at every stage of production; improve the organization, production standards and/or methodologies in order to increase productivity levels and reduce internal costs, making the best possible use of the resources allocated to company management;
- Collaborate with key suppliers to ensure reliable materials and components; engage high-quality suppliers through careful selection, a system for monitoring the quality of their supplies, and ongoing awareness-raising among suppliers regarding Rafla's Integrated Company Policy;
- Develop and enhance employees' technical and professional skills, train and raise awareness among personnel to promote a culture of quality;
- Comply with regional, national and international legal requirements, with particular reference to provisions concerning the environment and the protection of health, safety and hygiene;
- Identify customers' needs and expectations in order to achieve their full satisfaction by meeting the specifications provided and supplying state-of-the-art technological solutions capable of meeting the organizational needs of customers;
- Adopt fair practices in commercial and technical dealings with customers, promoting maximum transparency in communications;
- Maintain the effectiveness and continuous improvement of the Integrated Management System, with the aim of mitigating internal weaknesses and risks arising from external factors, strengthening internal capabilities and seizing external opportunities;
- Adopt more environmentally responsible solutions by reducing energy and natural resource consumption and limiting both pollutant emissions and waste generation;
- Develop constructive relationships based on maximum transparency and trust, both internally and with the wider community and institutions, in addressing environmental, health and safety issues;
- Take continuous action to engage, motivate, develop and enhance the professionalism of all employees in pursuit of the established objectives, through ongoing training, information-sharing and awareness-raising;
- Eliminate risks to workers' health and safety through the adoption of effective management systems aimed at continuously improving occupational health and safety performance;
- Create a work environment that motivates and encourages all personnel in striving to achieve the objective of zero workplace accidents and occupational diseases;
- Deploy human resources according to their aptitudes and professional skills, avoiding any form of discrimination or unequal treatment on grounds of race, political or religious beliefs, or sexual orientation;
- Promote the use of the process approach and "risk-based thinking".

Alongside these general objectives, Management periodically defines, reviews and updates specific objectives for certain company processes during Management Reviews, also based on performance indicators.

The company is aware that achieving these objectives requires the ongoing commitment of all operational personnel and that success can only be achieved through a systematic approach to Quality, Environment, Health and Safety. Rafla Srl also believes that its employees are the main resource available to it and that the only viable path is one that provides for their full involvement.

Management firmly believes in this principle and is therefore committed to disseminating and promoting this Policy at all company levels, while also ensuring the continuous improvement of the Quality Management System, so that every employee continuously contributes to the company's success.

This Policy is communicated, understood and applied at all company levels and is available to interested parties.

Approval date	13 October 2026
Managing Director's approval signature	


Rafla Srl
Via Palerinese Est 29
Montegiorgio (FM)
P.IVA 02528410448