

The Direction of ADRENALINE X-TREME ADVENTURE GROUP Ltd. has applied and certified a management model in compliance with UNI EN ISO 9001:2015.

The Management defines and approves the "Quality Policy" which records the objectives and commitments undertaken, according to the company strategies, so that the performance of the Management System is implemented, maintained and improved and so that regulatory requirements are met.

For the pursuit of what is contained in the Policy, the Management considers the participation of the entire staff to the implementation of the Quality Management System to be decisive, in order to achieve the full satisfaction of the Customer, the interested parties, a sustainable development of the Management System and the consolidation of the Company's image on the market.

The Strategies with which **ADRENALINE X-TREME ADVENTURE GROUP Ltd** operates in the market are addressed to the following aspects:

**Towards the property**

- A. ensuring profit margins for the return on invested capital;
- B. ensuring the growth of the company.

**Towards the Customer/Market**

- C. understand the market directions to detect the competitive positioning of the Company and to take advantage of all the opportunities it offers to maintain or improve the market share in which it operates;
- D. understand Customers' needs and their expectations in order to provide them with products and services that fully meet their needs, in terms of perceived quality and compliance with delivery times, verifying the levels of satisfaction achieved through appropriate structured surveys;
- E. to be a valid partner that helps the customer to identify the most appropriate solutions, providing technical advice;
- F. provide Products/Services of high quality and in compliance with mandatory regulations or voluntary use.

**Towards the Staff**

- G. maintain a high level of motivation, empowerment and involvement of staff through the enhancement and development of individual skills;
  - H. ensure the training and education of staff in order to ensure the necessary levels of competence and professional development;
  - I. to develop a culture oriented towards quality and continuous improvement;
- ensure management that safeguards the safety and welfare of workers.

**Towards the effectiveness and efficiency of internal processes**

- J. develop and maintain a process control system oriented towards the prevention of problems and their timely detection and solution;
- K. continuously review the processes and results achieved, with an approach focused on risk analysis, in order to identify opportunities for improvement;
- L. identify the quality indicators that incorporate the evaluation parameters and priorities of the Clients, as well as the areas subject to corporate strategic direction.
- M. to guarantee the flexibility of the staff through the analysis of the competences and the appropriate consequent actions and to evaluate and redistribute the workloads in order to eliminate the "bottlenecks" in the current management and to increase the quality of the work carried out.

**Towards the Community**

- N. be sensible to the social, environmental, legal aspects of the community in which they operate.

**ADRENALINE X-TREME ADVENTURE GROUP Ltd** undertakes, finally, to comply with the binding regulations and to maintain a constant monitoring of their updating, in order to ensure full compliance with current regulations.

As a completion of the above mentioned objectives, it is recommended that **all personnel** strictly follow the company's instructions provided in the environmental and quality system documentation (manual, procedures, instructions, technical specifications) and promptly report to RGQ any application difficulties related to changed needs or boundary conditions.

Please note that the **only instruments** that can be used to verify measurements are those that bear a label with a date (not expired); therefore any device that does not have an expiry date cannot be used to verify/certify measurements on company products/processes.

**Personnel using chemical substances** are required to strictly observe the safety data sheets and, if necessary, to request a copy.

- **As a guarantee of your health**, please note that you must use the personal protective equipment supplied (gloves, earphones, safety shoes, etc.).
- **Personnel using IT systems** are required to scrupulously comply with the instructions given in the company's privacy management instructions and in the company's IT system management regulations; it is also forbidden to copy and modify documents in the list of company documents (only hyperlinks to the original file are allowed). Finally, unless otherwise specified, it is mandatory to work on the server and not on the local computer (to allow an effective data back up).

Unless otherwise requested, this policy is disclosed outside the organization (customers, suppliers and other interested parties) through its publication, in a controlled form, on the company website.

For each of the objectives indicated, specific indices are identified, which are reported in the D.MOD.02 "Indicators and Improvement Plan" model, periodically examined and reviewed during the Management Review.

All personnel must collaborate in the application of this policy and in the achievement of the objectives, each for the part for which they are responsible.

The ultimate aim remains that of assuring Customers and other interested parties that the activities planned by the adopted Quality Management System are actually carried out, controlled, documented and updated.

**DATE AND PLACE**

San Vigilio di Marebbe, li 07/01/2020

**THE GENERAL MANAGEMENT**

Carlo Trebo