

	Quality Management System	Doc: DG_PQ
	Quality Policy	Rev. 01 of 15.10.2025

Vortice S.p.A. is a multinational company operating in over 90 countries, active in the residential, commercial and industrial ventilation, air conditioning and air treatment sectors. It operates through direct subsidiaries and a qualified network of local distributors, with the aim of delivering effective, safe and sustainable solutions to improve indoor air quality and people's well-being.

## PURPOSE

This Quality Policy sets out the strategic and operational approach through which Vortice S.p.A. assures the quality of its products, services and processes, in line with the requirements of the UNI EN ISO 9001:2015 standard. It represents a concrete commitment to operate according to criteria of excellence, safety and sustainability, in full compliance with current regulations and in line with the principles of the Organisation, Management and Control Model adopted pursuant to Italian Legislative Decree 231/01.

With this Policy, Vortice confirms an effective Quality Management System, oriented towards customer satisfaction and continuous improvement. The goal is not only to ensure compliance, but also to create value for all stakeholders, through a collaborative, proactive and innovative approach.

## FUNDAMENTAL VALUES AND PRINCIPLES

The vision of Vortice S.p.A. is based on solid and distinctive values, which guide every decision, process and relationship.

The following values are at the heart of this corporate culture:

- **Professional ethics**, as the foundation of every action and relationship
- **Passion**, understood as positive energy that drives continuous improvement
- **Trust**, built through transparency, expertise and consistency
- **Creativity**, which drives technical and design innovation
- **Love for design**, as a synthesis of functionality, aesthetics and sustainability

These values are fully reflected in Vortice's Mission: **"We work to contribute to well-being and social progress through products that move the air efficiently and safely, with respect for the environment and people."**

These values and the mission steer every action towards authentic quality, creating lasting value for people and for the context in which the company operates.

## COMMITMENT

Vortice S.p.A. adopts a Quality Management System with the aim of ensuring control of business processes, compliance with applicable requirements and full consistency with strategic objectives. The system is designed taking into account the context in which the organisation operates and the needs of its stakeholders.

The company promotes a culture of quality based on data, discipline and accountability. Tools are used to measure performance, prevent nonconformities and respond effectively and promptly to market needs.

Particular attention is paid to the design of innovative and safe solutions, internationally recognised for their design and developed within an IMQ-accredited R&D laboratory. The after-sales service relies on an extensive and professional network, supported by training activities for customers, installers and partners, to ensure operational continuity and qualified technical support.

The company's commitment takes shape through concrete actions:

- Defining and periodically updating quality objectives aligned with the corporate strategy
- Developing people through training courses, active involvement and empowerment
- Managing the partner network effectively as a distinctive service lever
- Investing consistently in research, development and design oriented towards innovation and continuous improvement
- Ensuring customer satisfaction through reliable products and excellent service.

This Policy is communicated to all personnel, made available to all stakeholders, and reviewed by the Top Management, at least annually, to ensure its relevance, adequacy and effectiveness. Vortice considers quality a shared responsibility and a concrete opportunity to build solid relationships, create trust and generate a positive impact now and in the future.

Zoate, 15 October 2025

Top Management  
