



## COMPANY POLICY

The Top Management of Nuvole S.r.l. considers the full satisfaction of each customer's expressed and implicit needs as a fundamental element of quality, providing them with objective guarantees of service quality and reliability.

In consideration of the quality policy guidelines set out herein, Nuvole S.r.l. deems the following objectives as priority:

- Operating in compliance with all laws, regulations and rules applicable to the company's products, processes and services;
- Continuously improving the effectiveness of the Quality Management System in accordance with the requirements of UNI EN ISO 9001:2015;
- Monitoring the relevant context and identifying direct and indirect risks that may affect business management;
- Increasing the presence on the reference market;
- Increasing the effectiveness and reliability level of suppliers and periodically evaluating their performance using appropriate measurement criteria;
- Improving the efficiency and effectiveness of business performance;
- Guaranteeing increasingly better service levels for customers, developing effective communication projects;
- Encouraging the acquisition and/or enhancement of employees' skills;
- Periodically reviewing its policy to ensure continued suitability.

## QUALITY POLICY

The Quality Policy as set out and signed by Management is specifically communicated to all staff in a digital archive shared with all the organisation's resources, customers and suppliers.

The Quality Policy is supported across the board by all the departments within the company.

Nuvole is a leading company in Italy in the field of communication and marketing services in the retail sector. Thanks to its in-depth knowledge of market and product dynamics, it boasts a unique strategic methodological approach, also at the heart of the creative thinking underlying the distinctive communication campaigns designed ad hoc for each customer.

Thanks to an analytical and at the same time critical approach, to continuous study and updating also from a technical and procedural perspective, Nuvole's expertise is widespread within all levels and areas of intervention, positioning itself as a trusted and reliable partner of its customers.

Nuvole S.r.l. prepares, documents and implements a Quality System in accordance with company ethics and corresponding to high quality standards for the services provided.

To achieve the objectives set, Management undertakes to promote and manage all activities influencing quality through the diffusion of the concepts set out above, the optimal organisation of resources and the constant verification of the results obtained.

# SOCIAL RESPONSIBILITY POLICY

Nuvole carries out constant actions aimed at involving, motivating and developing the professionalism of all staff to achieve the set objectives through continuous training, information and awareness-raising, as well as to comply with national and supranational regulations on worker protection and ILO conventions.

It undertakes to select its suppliers in a manner which ensures compliance with ethical principles.

It is committed to ensuring the protection of workers' rights, health and safety.

Nuvole guarantees its commitment to social responsibility through the application and dissemination of ethical principles and the continuous improvement of its employees' working conditions.

In defining its D&I Policy, Nuvole assesses the expectations of its stakeholders and works to take all necessary actions to prevent discrimination in relation to the following individual characteristics:

- age;
- gender;
- affective-sexual orientation;
- different abilities;
- geographical origin, ethnicity, nationality, skin colour;
- religious orientation;
- political and trade union orientation;
- marital status, pregnancy status, maternity, paternity;
- socio-economic status and professional background;
- contractual framework.

## Commitments and Actions

The main areas related to Diversity & Inclusion issues include:

Non-discrimination and promotion of diversity;

Equal opportunities and gender balance;

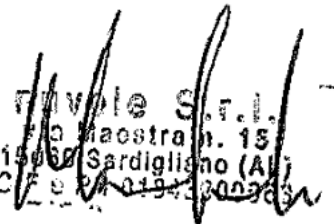
Inclusive work environment;

Dissemination of the culture of diversity in the company and willingness to listen.

Sardigliano (AL), 30/09/2023

Management

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