

<h1>TAC</h1>	<h2>QUALITY POLICY</h2>	Rev. 3 09/05/2025
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Elaboration and
Verification

Approval and Issuance

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Date

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01	Emission	First emission
02	Revision	Document classification according to the Document Classification Procedure rev.3
03	Revision	Eng Translation

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Touch and Contact S.r.l. is a company that offers an innovative service for digitizing communication processes aimed at marketing and, more generally, at expanding its network of contacts. This objective is pursued through the promotion of digital business cards, providing customers with a fast, effective, and personalized service. Service quality and the satisfaction of explicit and implicit customer needs are strategic objectives, to be achieved through the continuous improvement of internal processes and services.

For this reason, the Management of Touch & Contact Srl has decided to implement and maintain a Quality Management System compliant with the UNI EN ISO 9001:2015 standard, a fundamental tool for controlling all company processes that impact the quality of the services offered.

The Management has established the following priority areas of commitment, which form the basis of corporate objectives and strategies:

- Promoting a culture of quality, safety, and environmental sustainability, both within and outside the organization.
- Ensuring effective and transparent communication between all company functions and with external stakeholders (investors, partners, customers).
- Adapting the management system to regulatory, technological, and market developments.
- Fostering a positive, fair, and stimulating work environment, that values individual contributions and supports professional development.

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- Investing in continuous training for team members, encouraging the acquisition of technical, managerial, and cross-functional skills to support individual growth and organizational improvement.
- Taking into account the expectations of customers and stakeholders, establishing relationships based on trust, transparency, and continuity.
- Controlling, measuring, and improving processes with a focus on effectiveness, efficiency, and waste reduction.

These objectives and commitments undertaken by the company are effectively and consistently communicated through personal messages addressed to collaborators or through formal communications posted on the company notice board.

The quality objectives are defined within the framework of the periodic "Management Reviews" of the Quality Management System and are communicated to all personnel.

All company functions are responsible, within their areas of competence, for the proper functioning of the internal Quality System, with an obligation to provide an annual report to Management on the state of Quality in their area (including improvement proposals).

The Integrated Management System Manager is responsible for the management, implementation, and updating of the Quality Management System.