

The primary aim of the Top Management is to market products that consistently satisfy the quality and safety expectations, respecting the applicable standards and regulations and assuring the welfare of the patients and the satisfaction of our customers and employees. The Top Management commitment is equally focused on their social responsibility to operate respecting the health and safety of their employees, safeguarding the environment, and in compliance with the law regulating the treatment of personal data of our employees, customers, and suppliers.

Management keeps the Quality and Environmental Management System (QMS) up-to-date in accordance with **UNI CEI EN ISO 13485:2021, UNI EN ISO 9001:2015, UNI EN ISO 14001:2015 and the applicable regulatory requirements for medical devices and the environmental matter**, in order to maintain over time a management and operational tool suitable for continuous improvement and maintaining the effectiveness of its processes.

The Top Management, in a way which is appropriate to the context and to the above-mentioned aims, promotes all actions necessary to ensure that the processes and activities are directed at achieving the following fundamental objectives, which are also the reference to establish measurable quality objects:

### Customer Focus

The expectations and needs of our Customer are the focus of our activities. The satisfaction and loyalty of the Customer to our company and brand are the fundamental indicators of our success.

### Results Orientation

The key to consistently obtain established company results is a constant attention to the needs and expectations of our stakeholders, such as Patients, Customers, Collaborators, Suppliers, Institutional Bodies etc.

### Management oriented to processes and risk-based thinking

The implementation of the processes approach within the Quality and Environment Management System allows us to improve them through the evaluation of data and information and through the consequent actions implemented to face with risks and opportunities, taking into consideration the roles of DRM. The “risk-based thinking” has to guide our processes, and our actions always have to be proportional to the potential impact that they have on the compliance to the applicable regulatory requirements, and not only, of our products and services.

### Personnel Development and participation

Each of us influences the company result and the compliance of our products.

Therefore, promoting the personnel engagement and development through the continuous education allows us to qualify our collaborators and increase their motivation, professional satisfaction, and collaboration. The aim is obtaining the active participation of everyone, so that everyone works independently and responsibly, supporting:

- a work environment based on respect, collaboration and accuracy
- the internal communication, assuring a continuous and prompt flow of information.

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D.R.M. S.r.l – The Top Management

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