

## QUALITY POLICY

NCM aims to be among the leaders in Europe for the supply of components and assemblies for the combustion section of turbomachinery; through the supply of components for the hot end of turbines, we develop skills and knowledge while remaining focused on the culture of execution.

“Accelerate”: this is the word that best represents our 2022-2025 Business Plan, to put corporate growth at the center of attention:

**Accelerate to improve, Accelerate to grow, Accelerate to seize opportunities.**

In this Plan, Quality is the basis of our principles and our culture, our strategies, product conformity and our Human Capital is fully aware of this; it is the lymph from which the entire organization draws vital energy. It guides us in what we do and how we do it.

Our policy guides our commitment to customers, in order to be able to meet their expectations, in compliance with safety requirements, product conformity and delivery times.

Our quality objectives can be summarized as follows:

- adopt and promote the culture of quality in every corporate function, so that the Human Capital is engaged in the continuous review and improvement of both management and operational processes;
- define objectives that tend towards excellence, guaranteeing an improvement in our production processes starting from the engineering and product development phases;
- stimulate the growth of our Human Capital’s skills and sense of responsibility and awareness
- develop awareness of ethical behavior and ensure product safety and compliance with applicable requirements.

NCM Management is attentive to Human Factors understood as the way in which people, processes, the work environment, and the organization interact in a system that sees people as the central element, operating:

- through a reporting and reporting system of problems and Non-Conformities which allows people to contribute to the analysis of the causes of some possible contributions of Human Factors and proceed with the correct management of activities;
- always maintain an active focus on continuous improvement and specially generated training plans.

The NCM Management is constantly committed to providing the strategic and operational guidelines, the resources necessary to achieve the pre-established and shared objectives, also through communication and the involvement of all the Human Capital.

This commitment includes the monitoring and measurement of process performance objectives, including an annual review of this policy that takes into account the context in which the Company operates, the requests of all parties interested in our activities and the verification of the currency of the corporate strategies through the assessment of risks, opportunities, strengths and weaknesses of the organization.

The quality policy in NCM is codified and implemented through the Quality Management System and the organization of our processes, based on the mapping of the flow of the added value they produce, and the improvements obtained.