

QUALITY POLICY

UnipolTech is a Unipol Group's **competence centre** for **innovative technologies and services in the insurance telematics sector**.

The company's mission is focused on meeting the following market needs:

- ✓ **New business models:** geared towards responding to the ever-changing needs of the insurance market
- ✓ **New customer experiences:** customer expectations have changed, so you need to be able to respond to customer desires through personal and intuitive interactions
- ✓ **New purchasing criteria:** geared towards responding to the desires of customers who prioritise services over ownership

The **strategic growth guidelines** have been identified as follows:

- ✓ **Consolidate market leadership in the Motor world** and provide **innovative services**
- ✓ **Anticipate the technological evolution of digital car insurance policies**
- ✓ **Supporting the development of the business at an international level in the field of Active Reinsurance**
- ✓ **Expand the offer catalogue** towards **new businesses with high potential value**
- ✓ **Acquire autonomy on the TSP capability** aimed at obtaining benefits in terms of:
 - **Maintain competitive advantage**, reducing the risk of know-how diffusion
 - **Increase the control of telematics processes**
 - **Reduce service delivery costs by recovering margins**

Quality is an essential point of this strategy and it is therefore UnipolTech's policy **to provide innovative products and services that fully meet customer needs** and increase customer **satisfaction**.

The Management has therefore established the following **general guidelines**, consistent with the company's strategic guidelines, to which the company is committed:

- ✓ Provide **innovative products and services that comply with** the requirements defined contractually with the customer and the applicable mandatory requirements
- ✓ **manage factors** that may pose a **risk** to the achievement of **business objectives** and **stakeholder expectations**
- ✓ **Ensure** the continuity and quality level of the service **to customers** through the control of defined business processes and objectives.
- ✓ continuously guarantee the **competence and awareness of staff** to their role through education and training.
- ✓ develop a **continuous action to improve** products, services and processes aimed at satisfying market needs and optimizing costs.
- ✓ Extend the improvement process **to the supplier network** through continuous monitoring and awareness-raising policies.

As part of these general objectives, it is crucial to develop and maintain a **Quality System** in accordance with the **UNI EN ISO 9001** standard and its **certification** by an accredited third party.

The managers of each company function must ensure that the company's **Quality Policy** is **understood and implemented by all personnel** in the performance of their activities.