

QUALITY POLICY

MPR Srl is committed to pursuing a Quality Policy that places the client at the heart of its activities. Our primary commitment is to provide our customers with medical devices and electromedical equipment made by professional staff, in a planned, traceable, constantly verified and improvable way.

It is MPR's intention to guarantee the maximum communication and involvement of the internal staff so that they understand the principles of the Quality Management System (QMS).

In particular, the Management hereby defines its commitment to:

1. **Client Loyalty:** The Management is committed to pursue and achieve customer satisfaction, even by a continuous and timely exchange of communication and information, which, when not related to current legislation, are a guide for the customer loyalty activities of MPR's Clients. The work of all our staff must be focused on satisfying clients' requests and interpreting their needs, so that these can be translated into products and services that better respond to their expectations.
2. **Suppliers:** The Management undertakes the commitment to improve the monitoring and control system for the supply not only of the components necessary for the design and production of our devices but also of Instrumental and Service Assets. The Management considers it necessary:
 - a. carefully select its suppliers so that they are able to guarantee high quality products that comply with mandatory regulations
 - b. stipulate specific collaboration agreements with critical suppliers to be monitored through audits conducted at their headquarters
 - c. promote that they adopt the principles of MPR QMS including sustainability and civil responsibility criteria
3. **Training:** The Management undertakes the commitment to evaluate the training needs and skills of each human resource, in order to implement and encourage training and updating activities, thus ensuring the professional and motivational development of all staff.
4. **Internal communication:** The Management undertakes the commitment to communicate to the internal staff its Quality and Environmental Management Systems, encouraging internal meetings and communications in this regard to ensure that all staff are empowered, involved and informed about the procedures and benefits introduced by the implementation of these systems.
5. **Satisfaction of mandatory requirements:** The Management is committed to satisfying mandatory requirements and promoting the maintenance of the Quality Management System over time in accordance with ISO 13485 and the continuous improvement of the Environmental Management System by monitoring activities that have impact on quality and environment and activating adequate corrective and preventive actions.
6. **Certification:** The Management has taken note of the entry into force of the Medical Device Regulation (MDR) and has undertaken the commitment to certify its products already on the market according to MDR as soon as possible. In the meantime, it is committed to designing and manufacturing new devices in accordance with MDR requirements and in compliance with applicable mandatory regulations.
7. **Adoption of the ESG model:** in-depth knowledge of the market has highlighted that sustainability policies that promote respect for the environment, safety, social ethics and respect for the principles of legality, transparency and confidentiality support the company's image and its performance in the medium-long term. To this end, MPR has voluntarily undertaken an ESG (Environmental, Social, Governance) pathway, promoting a corporate culture that enhances these areas.

The Management periodically reviews this Policy to ensure that it remains aligned with the company's objectives and MPR stakeholders' needs.

Legnano, 06/02/2025

Diego Martinengo
General Manager

