



Quality Management System

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Quality Policy

Vortice S.p.A. is a multinational company present in over 90 countries, operating in residential, commercial and industrial ventilation, air conditioning and air treatment. Through its own subsidiaries and a qualified network of local distributors, it aims to provide effective, safe and sustainable solutions that improve indoor air quality and people's well-being.

PURPOSE

This Quality Policy describes Vortice S.p.A.'s commitment to ensuring the quality of products, services and processes, in line with the UNI EN ISO 9001:2015 standard, the applicable laws and regulations and the principles of the Organisation, Management and Control Model pursuant to Italian Legislative Decree No. 231/2001. With this Policy, Vortice consolidates an effective Quality Management System, oriented towards customer satisfaction and continuous improvement. The goal is not only to ensure compliance, but to create value for all stakeholders, through a collaborative, proactive and innovative approach.

FUNDAMENTAL VALUES AND PRINCIPLES

The following guiding values are the basis of the corporate culture:

- **Quality without compromises**, to offer reliability, safety and trust.
- **Design that creates value**, to make each solution functional, sustainable and distinctive.
- **Innovation with creativity and courage**, to anticipate needs and continuously improve.
- **Italian pride, international vision**, to bring the Vortice identity to the world.
- **People, ownership, and contribution**, to enhance skills, contributions and results.
- **Smart resourcefulness**, to optimise the use of time, energy and available assets.
- **The customer at the heart of the experience**, to listen, understand and build lasting relationships.

These values are reflected in Vortice's Mission: **"We care for people's wellbeing through air treatment solutions that make the spaces we live in healthier, more comfortable, and more enjoyable, with a constant focus on quality, efficiency, and the environment."**

Values, mission and vision guide Vortice towards a recognisable, long-term growth, based on quality, design, innovation, care for the customer experience and sustainability.

COMMITMENT

Vortice S.p.A. adopts a Quality Management System with the aim of ensuring the control of business processes, compliance with applicable requirements and consistency with strategic objectives. The system is designed to take account of the context in which the organisation operates and the needs of its stakeholders. The company promotes a culture of quality based on data, method and accountability. Tools are used to measure performance, prevent non-conformities and respond effectively and promptly to market needs. Particular attention is paid to the design of innovative and safe solutions focused on the customer experience, developed within an internationally recognised R&D laboratory accredited by IMQ. The after-sales service is based on an extensive and professional network, supported by training activities dedicated to customers, installers and partners, with the aim of guaranteeing operational continuity and qualified technical support.

The company's commitment takes shape through concrete actions:

- Definition and periodic updating of quality objectives aligned with the company strategy.
- Developing people through training programmes, active involvement and accountability.
- Effective management of processes, resources and partners as a distinctive driver of service quality.
- Ongoing investment in research, development and design for quality and continuous improvement.
- Customer satisfaction through reliable products and service excellence.

The Policy is communicated to all employees, made available to all stakeholders and reviewed by the General Management, at least annually, to ensure its relevance, adequacy and effectiveness. Vortice considers quality to be a shared responsibility and a concrete opportunity to build strong relationships, create trust and generate a positive impact, both today and in the future.

President & CEO