This document describes the policy of which TAI s.r.l. - Think About It has equipped itself to define the strategic objectives of its quality management system.

The management system has as its field of application that deriving from the analysis of the context, and described as follows.

TAI s.r.l. - Think About It was set up on May 13th, 2013, on the initiative of the current owner Filippo Barbetta and a shareholder with a 40% stake.

In 2014, a process of introducing new figures was launched to support the owner in the main activities, even if in 2017 only the owner remained in the company for a short period; however, thanks to the customer satisfaction, the base has expanded, which has led to a new hiring in 2019 of an employee who is currently in force.

The company has been involved since the beginning of corporate reorganization and internationalization projects, alongside that of inspection at certification bodies:

- Internationalization: TAI supports companies in analyzing the potential of new markets and supports them in international development for specific activities or as TEM (Temporary Export Manager). The activity involves the selection of products and target countries (identification of the reference foreign markets based on the specific market drivers of the company, identification of the technical specifications of the selected products and the USP - unique selling point), market analysis and identification of the market entry strategy (development of foreign business through agents / distributors, opening of representative offices, local branches or production sites), the search and selection of local commercial partners (search for agents, distributors, end customers) and 'economic-customs analysis of countries (analysis of tariffs, duties, and regulations for import and export).

- Company reorganization: TAI supports the company management in the company reorganization processes with a view to improving the efficiency of organizational processes. The activity is developed in the following areas: definition of strategic objectives (analysis of the current company structure and identification of corrective measures consistent with the objectives identified), identification of the "Business Model" (analysis by business area or product line) and BPR interventions - lean manufacturing and lean management (study of business activities to make improvements within the company through reorganization procedures, aimed at the production and / or offices).
- Euro-projects: TAI constantly monitors the opportunities for funding and contributions made available by local authorities and European and international institutes. This activity includes the search for grants and funding (research and activation of funds from public incentives at regional, national and European level), support in the drafting of projects that can be financed (support in the preparation of documents for obtaining funds) and the search for partners (support for the research and training to the partnerships for the projects and participation to the tenders).
- Business management: strategic and operational business management activity in support of business executives or business owners. Coordination of operational areas or coverage of interim corporate roles.
- Training: TAI supports companies and institutions through training services. The activity involves the analysis of the training gaps within the company (check up of the technical skills and transversal skills within the company and identification of training plans), company training (organization and implementation of customized training courses within the business context) and university training (provision of specialist training within post-graduate courses).
- Inspections: TAI carries out, on behalf of international certification companies, visual inspections ("Pre - Shipment Inspections" - PSI and “Product Conformity Assessment” - PCA) of world exports to ensure the integrity and correct stowage of loaded goods.

The company has an office in the province of Padua, as most of the customers are located in the North side of Italy, but occasionally it may happen to start projects also in other geographical areas (Italy and abroad); the main operational office is located in Recanati, while the registered office is located in Padua, at the accountant's office.

The inspection activities generally concern the Triveneto, Emilia Romagna, Marche, Umbria and Abruzzo regions.

In 2017, the TAI company was accredited by the Ministry of Economic Development as a Temporary Export Manager company for internationalization projects.

TAI is also accredited by SACE as a Temporary Export Manager company, and is present as a specialized company for the supply of services aimed at supporting processes of internationalization, corporate reorganization, promotional planning, strategic planning, management and coordination.

Throughout its history, TAI srl has created an international network through qualified business partners.

Starting from the end of 2020, the company has launched a project for the implementation and certification of a quality system according to the ISO 9001: 2015 standard.

The **purpose** of the management system is therefore defined as follows: "Business consultancy on internationalization, management and reorganization. Provision of training activities at client companies, or on behalf of trade associations. Inspection of goods and products destined for the foreign market ".

The **purpose** of the management system is therefore defined as follows: "business consultancy projects and services in the field of internationalization, management and reorganization. Provision of training activities at client companies, or on behalf of trade associations. Provision of inspection control services for goods and products for the foreign market".

With the activation of the quality management system, the company has the following **goals**:

- ✓ Guarantee and monitor customer satisfaction, possibly updating its process management procedures based on new needs or potential customer needs;
- ✓ Constantly improve the Quality Management System, always setting goals that are possibly measurable and periodically checking their progress;
- ✓ Satisfy the applicable requirements, in particular comply with the regulations and laws in force of a general nature applicable to company activities;
- ✓ Keep the quality of the service under control through process controls;
- ✓ Plan the design and delivery of services, carrying out checks on them;
- ✓ Increase the levels of competitiveness on the market and its performance;
- ✓ Optimize the training of human resources at all levels, also improving internal communication;
- ✓ Promote the growth, motivation and involvement of human resources in order to make them aware of their responsibilities in the operational area and the consequences of failure to meet the requirements, encouraging participation in strategic and organizational choices;
- ✓ Obtain greater control over suppliers and infrastructures;
- ✓ Methodically manage all non-compliant situations, including customer complaints, meaning them not as an obstacle but as an opportunity for improvement;
- ✓ Analyze the risks and opportunities, as well as the internal and external factors that can affect your performance.

This policy relates to all levels of the organization, as well as to all relevant stakeholders.

Recanati, December 14th, 2020

TAI s.r.l. – Think About It

The General Management

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