



DOA S.r.l., to which this Policy refers, is a market-leading company in the production of professional hydraulic tools for use in various environmental conditions.

The company's activities can be summarized as follows:

Design, production, and sale of pumps, hydraulic generators and compressors, grinders and disc saws, tools for the maintenance of underground pipelines, and hydraulic control units.

The main reference markets are the Italian and European ones, with a presence in more than 50 countries through direct or indirect sales via dealers or agents. These markets require the highest level of specialization to produce tools with low environmental impact, reliability, durability, and the power necessary for professional-scale work in even particular contexts (e.g., underwater activities).

The mission of DOA S.r.l. is to create tools with superior characteristics, capable of ensuring maximum safety and productivity, and improving the working conditions of users in various application and environmental conditions.

Management has defined this documented company Quality Policy, which is disseminated and made available to all interested parties through meetings, training, posting on company bulletin boards, and publication on the company website. This policy summarizes the company's short/medium-term quality strategies and objectives.

DOA S.r.l. considers the Quality Management System a cornerstone of its business strategy to ensure further development and growth. DOA S.r.l. has therefore defined a strategic framework of objectives to pursue the expected results, while maintaining its commitment to full compliance with applicable requirements, constant customer satisfaction, and continuous improvement of its performance.

Strategic Objectives:

- Develop high-tech products with extreme reliability according to the expectations of users and all other interested parties, and provide solutions that create solid added value;
- Continuously improve the quality and reliability of products;
- Monitor suppliers to prevent any potential risks from an operational continuity perspective and reduce cost impacts;
- Monitor market perception of the offered products;
- Further strengthen loyalty among business partners by proposing reliable and innovative solutions;
- Consolidate presence in specific markets, such as the underwater market;
- Promote communication toward all interested third parties;
- Support customers in their development choices and responses to the evolution of the global context;
- Increase awareness among collaborators and partners regarding the company's strategic objectives and the impact of their performance;
- Obtain certification of the quality management system according to the UNI EN ISO 9001:2015 standard by the first quarter of 2026.

To pursue its strategic objectives, the company identifies the following specific lines of action:

Implementation Tactics:

- Consistently monitor customer satisfaction;
- Increase monitoring of process performance through a set of representative and relevant KPIs in line with company strategies;
- Intensify communication channels and involvement of all interested parties;
- Monitor the supply chain's ability to handle emergencies;
- Digitize significant and relevant information for operational continuity;
- Improve transparency in commercial relationships with customers and suppliers through the introduction of specific general conditions to support existing contracts;
- Certify new products, where required by the market, through independent third-party verifications.

The responsibility to fulfill quality commitments rests with all company employees and collaborators (including its commercial partners) during the performance of their activities and in relations with internal and external interested parties.

Top management is committed to promoting all necessary actions to ensure that processes and activities are oriented toward achieving the established objectives.

Mariano Comense (CO), 19/01/2026
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Chief Executive Officer
Paolo Tacconi