TUDOR NICOLAOU
STUDIO LEGALE ASSOCIATO

QUALITY POLICY

The Law Firm operates in the fields of civil law, commercial law, administrative law, criminal law, labour law, tax and customs law both in and out of court; to consolidate the trusting relationship with its clients, the board of the firm intends to guarantee a service that is increasingly careful and responsive of their demands. In the legal profession all of the above can be carried out by guaranteeing a "standard of quality" based on both the competence and professionalism of those in charge (always in accordance with the code of ethics) and on the application of a specifically defined and controlled operational mode.

For the abovementioned demands, the board intends to continue in the optimization of the organisational and operational aspects of the Law Firm, defining and applying the Quality Management System, from which:

> to verify periodically its effectiveness and its congruity with the general strategy orientation

> to obtain and maintain the certification of conformity to the rule UNI EN ISO 9001:2015 by a third independent authority accredited by ACCREDIA.

By determining the strategic orientation mentioned below, the board will define the objectives in order to continuously improve the procedures and services provided by the firm.

- *To realise and maintain a **high level of client satisfaction**, through a prior analysis of the client's expectations, the respect of the defined requirements, the timeliness, transparency and constancy in the communication concerning the development and the handling of each individual case.*
- *To constantly **monitor the professional level of its internal resources**, and to favour their growth through appropriate update courses.*
- *To optimize the **financial and economic management of the Firm**, monitoring its evolution.*
- *To consolidate and share with all associates the **environmental and social commitment that the Firm** intends to carry out with an effective ethical behaviour.*

For the implementation of this Quality Policy, the board nominated its own representative named QMC – Quality Management Controller, and who acts in name and on behalf of the board in:

> Defining, realizing, applying, and updating the Quality Management System, in accordance to the Firm's needs and norms of reference.

> Ensuring that the Quality Management System is constantly applied and that its effectiveness is regularly verified, even through internal auditing

> Promoting a general awareness and knowledge of the Firm's quality aims

> Regularly providing the board with the relevant information in order to:

Evaluate (on annual re-examination basis) the effectiveness of the system.

Define the potential improvement programs.

Everyone in the Firm is expected to commit in the:

> Constant abidance to the Quality Management System, with the verification of the respect of the requirements and recommendations it specifies

> The regular carrying out of its prescriptions and of the defined objectives for improvement.