

## QUALITY POLICY

i COM S.p.A. commercializes toys, musical instruments and accessories under the brand "Bontempi", a brand that took over at the beginning of its activity going on in bringing this Italian excellence in national and international markets, offering the related after-sales services.

Since 1937 (the year in which it was born), "Bontempi" is indisputably the reference of the toy musical instrument, synonymous with music and with highest quality for all the buyers of the sector (direct customers) and for the final consumers.

Bringing the child to music in a simple but correct way is the mission of the company, which always tries to exalt the potential attitudes in the consumer.

To fulfill its mission and ensure full satisfaction of customer expectations, iCOM S.p.A. has implemented a Quality Management System (SGQ) compliant with the UNI EN ISO 9001:2015 standard, as an instrument of control and corporate governance to regulate organizational and technical activities in a systematic and documented way, to achieve objectives, to meet applicable requirements, to promote continuous improvement of business processes, to manage risks and to identify opportunities.

i COM S.p.A. is committed in making its SGQ effective and constantly improved, establishing the following macro-objectives:

- Regularly provide quality, innovative and safe products, in compliance with regulatory requirements and applicable requirements (organizational, of customers and consumers);
- Promote the growth of the company in the markets, ensuring adequate profitability and financial stability;
- Effectively managing and in accordance with the organizational processes;
- providing for the availability of all the necessary resources for the functioning of the SGQ, encouraging the professional growth and providing an adequate organisational and infrastructural structure;
- Collaborate with qualified and reliable suppliers.

This Policy is disseminated to all the business levels of the company and to the stakeholders and it is systematically reviewed in order to keep it relevant to the company's context and strategic directions.

Potenza Picena, 09/05/2022

Amministratore  
Unico i COM  
S.p.A.

*Andrea Ariola*

A handwritten signature in black ink is written over a circular blue stamp. The stamp contains the text "i Com S.p.A. Amministratore Unico" and "ARIELLA ANDREA" in a circular arrangement.