

Policy

Quality

Ongoing Commitment to Excellence

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INTRODUCTION

The Fincantieri Group consolidates the historical Italian shipbuilding tradition, positioning itself as one of the leading global shipbuilding groups. The Group is active in all areas of high-technology shipbuilding and has diversified its business over time into strategic sectors, both supporting the shipbuilding industry and in other high value-added industries, thus expanding its portfolio of opportunities and services.

The Group is a market leader in the construction and conversion of cruise, offshore and naval vessels, acting as a reliable partner for shipowners and the defence sector, as well as in the sector of major works and services. Fincantieri offers tailored products and solutions with a high level of service and also operates in the areas of infrastructures and of mechatronic and electronic naval systems, including naval outfitting and after-sales solutions, both in logistics and assistance to fleets in service.

In terms of Innovation and Sustainability, Fincantieri is committed to driving the digital and energy transition in shipping towards green and high-tech processes and products, developing and applying innovative solutions to improve efficiency in its operations and reduce the environmental impact of processes and products.

Its leadership position is built on highly qualified personnel and high process standards which are fundamental assets for the success of the Group and constitute key factors within an extremely complex value chain.

This is why the Fincantieri Group's commitment and continuous striving for excellence is matched by a determination to meet all quality, cost and time requirements for our products and services, ensuring a working environment that is safe, efficient and oriented towards sustainability.

Furthermore, in defining this Policy, the Fincantieri Group has considered the interests and expectations of key stakeholders (including employees, customers, business partners, and other interested parties).

It is by involving these stakeholders that the Group is able to better understand their needs and expectations, aligning the Policy with the standards of excellence, reliability and innovation required by the sectors in which the Group operates, strengthening its position as a recognised leader in quality and efficiency.

1. PURPOSE

With this Policy, Fincantieri reaffirms its mission to achieve and maintain an excellent level of Quality in all its activities.

The values of the Fincantieri Group – *People, Safety, Integrity, Customer Focus and Innovation* – are the cornerstones of the Quality Policy:

- *People*: “Our actions are oriented towards the growth, training and development of people, through daily attention to the quality of work and human relations”;
- *Safety*: “We ensure the highest levels of occupational safety to guarantee the health and well-being of staff”;
- *Integrity*: “We act responsibly and work with the utmost commitment by adhering to strict principles of ethics, loyalty and professional fairness”;
- *Customer focus*: “We meet our customers’ needs and strictly adhere to our commitments”;
- *Innovation*: “We are striving for continuous technological innovation of products and working methods”.

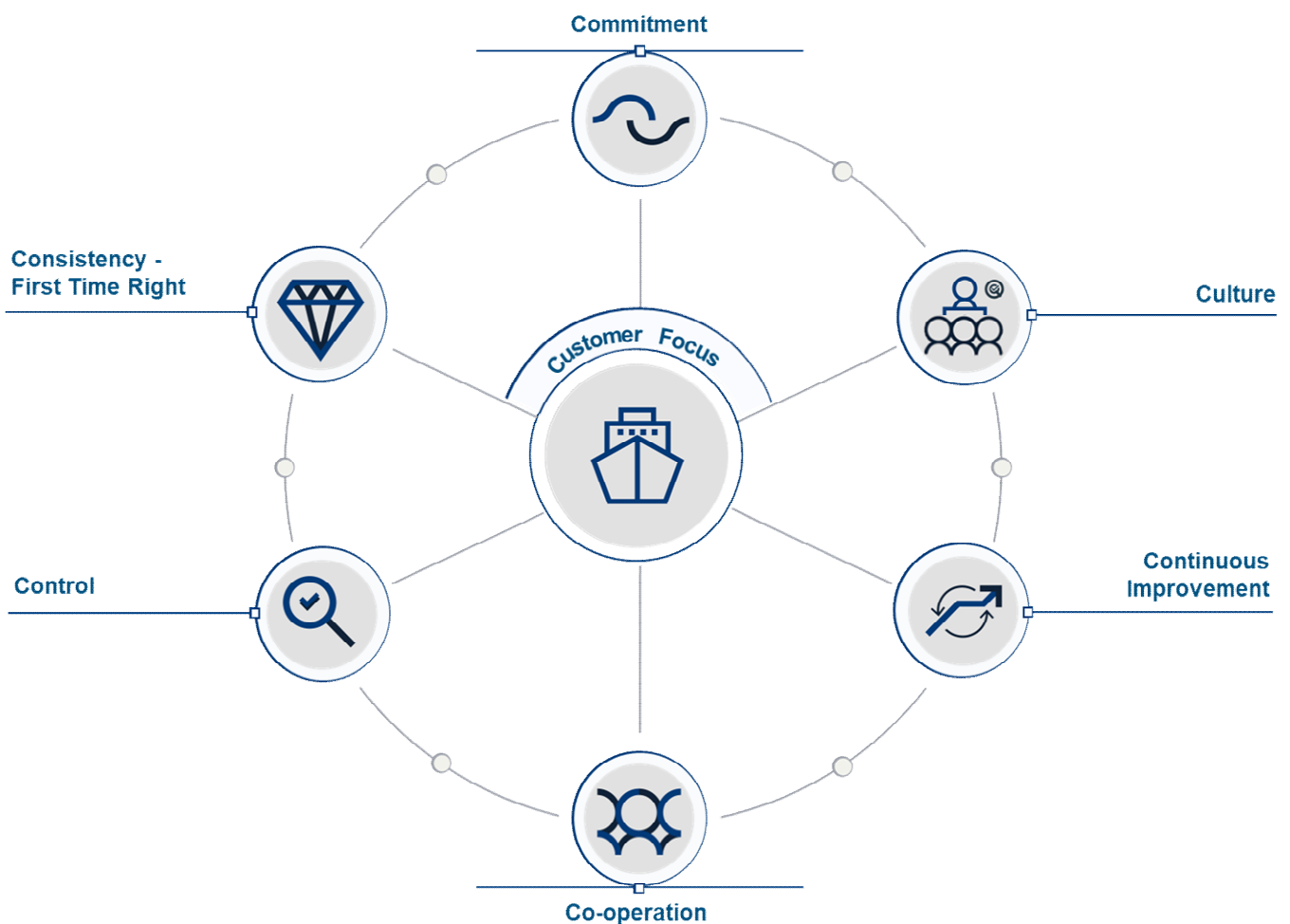


Fig. 1: The 7 Principles of Quality.

Therefore, with this Policy, Fincantieri declares its commitment to ensuring the highest level of Quality in all its activities, through a constant focus on excellence and a structured approach, making the following 7 principles its own in its strategic choices and business processes at different levels: ***Customer Focus, Commitment, Culture, Continuous Improvement, Cooperation, Control, Consistency - First Time Right.***

This Quality Policy is an expression of the Group's intention to promote a corporate culture based on operational excellence and continuous improvement.

Top management plays a key role in providing strategic guidance, regularly monitoring the implementation of the quality culture to ensure that it is embedded in all Company activities.

The Fincantieri Group takes a systematic approach to identifying, assessing and managing the impacts, risks and opportunities related to quality, ensuring that every decision and business process contributes to a high level of operational consistency. The Policy also encourages the active participation and involvement of all stakeholder groups, promoting a culture of quality through initiatives aimed at them.

In this perspective, the Policy steers the Group's efforts to strengthen its reputation and positioning as a leader in the sectors in which it operates, in line with international standards such as ISO 9001.

2. FINCANTIERI'S 7 PRINCIPLES OF QUALITY

2.1. CUSTOMER FOCUS

Fincantieri places the customer at the centre of its activities, aiming to exceed expectations constantly through continuous and proactive dialogue, providing solutions that combine technological excellence and respect for the environment. For Fincantieri, quality does not just mean compliance with standards, but it is also the ability to bridge the gap between what is offered and what the customer expects. This approach drives continuous improvement. Customer focus is therefore fundamental and based on the constant collection of feedback to understand and anticipate needs and ensure products and services that reflect the quality expected.

Customer satisfaction is our top priority.

2.2. COMMITMENT

Fincantieri is committed to ensuring an excellent level of quality in all its strategic and operational activities. Each employee is responsible for quality and actively contributes to continuous improvement. Responsibility for quality is shared at all levels, with management ensuring that processes are geared towards excellence and sustainability. The vision and objectives for quality are disseminated and applied daily throughout the organisation. Quality is an integral and fundamental part of everyone's work.

2.3. CULTURE

Fincantieri promotes a culture of quality and excellence through active participation and innovation at all levels, making every employee responsible for achieving the quality and environmental sustainability objectives. Continuous training and knowledge sharing are key elements for maintaining high quality standards. Each stage of the production process requires all actors (both internal and external) to be aware of and comply with regulations and standards, treating each resource after its process with the same centrality as the end customer.

2.4. CONTINUOUS IMPROVEMENT

Fincantieri firmly believes in the centrality of continuous improvement, constantly monitoring and analysing our processes and products to identify every opportunity for improvement. This approach must be ingrained at every level of the Company so that it can contribute to the achievement of the planned objectives. Market challenges and increasing complexity drive the continuous improvement process constantly by impacting projects, activities and methods, seeking solutions that make processes more efficient, reliable and sustainable. Every employee of the Fincantieri Group has the duty to actively participate in continuous improvement by contributing, even with small but significant steps, towards the excellence that is part of our DNA.

2.5. COOPERATION

Fincantieri places collaboration between resources as the cornerstone of its success. We work in synergy with suppliers, customers and partners to ensure that every stage of the production process meets the highest standards of quality and sustainability. Clear, open and transparent communication is essential in order to build trust relationships and create a system that guarantees quality from the outset. Within the Group, we promote collaboration between departments, encouraging a shared use of everyone's skills and experience. Every employee must feel active and involved in the continuous process of quality improvement, thus contributing to the Group's success.

2.6. CONTROL

Fincantieri adopts continuous process monitoring, using key performance indicators (KPIs) to assess effectiveness and operational efficiency.

The process of documenting and controlling processes, as well as all the stages of execution/production, is fundamental for effective quality management. Fincantieri ensures that each employee is clearly aware of the decisions and actions to be taken, promoting a structured and transparent working environment. Each Division/Production Unit of the Group implements the necessary quality controls, supported by certified management systems, at every stage of its processes to ensure compliance with international standards in order to guarantee the highest standards of quality and sustainability.

2.7. CONSISTENCY – FIRST TIME RIGHT

For Fincantieri, consistency means constantly guaranteeing results that comply with the reference standards and contractual requirements. The Group adopts a proactive attitude, learning from mistakes through ‘Lessons Learnt’ sessions. By measuring rework and waste, assessing defects and analysing root causes, future problems are prevented and the objective of ‘First Time Right’ is achieved, ensuring a consistently high level of quality.

Fincantieri’s philosophy of ‘First Time Right’ therefore allows it to improve efficiency, reduce costs and increase customer satisfaction.

3. SCOPE OF APPLICATION

This Quality Policy represents the expression of the Group’s commitment to operational excellence and applies to Fincantieri S.p.A. and the Group Companies, directly or indirectly controlled, based in Italy and abroad, constituting a concrete and constant commitment for all employees of the Fincantieri Group.

It must be considered as a reference for all suppliers and third parties concerned and involved in our industrial process and beyond, consistent with and in compliance with their respective Quality Management System, certified according to ISO 9001.

The Quality Policy is made available to stakeholders through different channels, depending on their needs, such as the corporate intranet and the company website. Furthermore, initiatives to disseminate the culture are conducted, ensuring that those involved in quality processes are informed and trained. This promotes alignment with the Group’s quality standards while encouraging cooperation along the value chain.

4. REFERENCES

This Quality Policy has been drafted in line with the Fincantieri Group’s commitment, as set out in the corporate principles contained in the Code of Conduct, and in compliance with national and international quality management standards and best practices, in particular:

- **ISO 9001** – *Quality Management Systems*: is the reference standard that defines the criteria for a globally recognised quality management system, promoting the approach based on continuous improvement, customer focus and effective management of business processes.
- **AS9100 / EN9100** – *Quality Management System – Requirements for Aviation, Space, and Defense Organizations*: US standard and European equivalent for the defence sector based on ISO 9001.
- **NATO AQAP 2110** – *Quality Assurance Requirements for Design, Development and Production*: quality standards for the design, development and production of defence goods and services within NATO member countries.

5. MANAGEMENT OF FEEDBACK AND CONTINUOUS IMPROVEMENT

Fincantieri considers feedback from its customers, business partners and other stakeholders as a crucial element in its quality management system and it structures specific communication methods to ensure easy and efficient access to any reports of problems, requests or complaints related to its products and services.

In order to ensure that these channels are effective, Fincantieri collects and analyses relevant data through satisfaction surveys, periodic interviews and direct assessments with its customers, business partners and other stakeholders.

6. RESPONSIBILITY AND UPDATING

The Parent Company, under the supervision of the Corporate Quality and Performance Improvement Department, is responsible for the implementation, monitoring and control of the Quality Policy.

The Policy will be periodically reviewed and validated by the Sustainability Committee and, in order to ensure its effective implementation and adequacy, will be adapted to any changes in the external environment.

The Policy and subsequent revisions will be subject to approval by the Board of Directors.