TORTELLA	**QUALITY POLICY**	***Issue date:*** **10/04/2025**

TORTELLA is a brand of REMU S.r.l. operating in the agricultural machinery sector, with activities focused on designing and manufacturing solutions that meet the needs of the agricultural market.
TORTELLA's activities are based on process efficiency, professional expertise and product reliability, with the aim of meeting applicable requirements and customer expectations.
Particular attention is paid to the design and manufacture of machinery, its functionality and reliability, and to the changing needs of users and the agricultural sector.

Quality Principles

To achieve these objectives, TORTELLA adopts a systematic approach to quality management aimed at ensuring process control, product conformity and the continuous improvement of activities. This approach gives rise to the following principles, which guide the conduct and responsibilities of everyone involved in the organisation.

1. Cooperation and Mutual Respect

Promote relationships based on fairness, helpfulness and cooperation, recognising each person's contribution to achieving shared objectives. All activities must be carried out with consideration for colleagues and all company stakeholders.

2. Training and Professional Competence

Encourage the development of knowledge and professional skills through the sharing of expertise and continuous learning, so that everyone can perform their duties with awareness, responsibility and due attention to the required requirements.

3. Responsible Use of Resources

Use human, technical and material resources efficiently and responsibly, paying attention to equipment maintenance, waste reduction and the organisation of production activities.

4. Meeting Commitments and Delivery Deadlines

Plan and manage activities to honour agreements with customers, with particular attention to delivery times, product availability and the prompt communication of any issues.

5. Focus on Customer Needs

Work to meet customer needs and expectations through:

5.1 Support and cooperation: provide timely feedback and cooperate in handling requests and any product-related issues.

5.2 Clarity and transparency: clearly define supply requirements, product characteristics and agreed commitments, promoting accurate and complete communication.

5.3 Product reliability: ensure effective organisation of design, procurement, production and inspection activities so that the machinery manufactured complies with defined requirements and meets functionality and reliability needs.

6. Supplier Selection and Cooperation

Select and evaluate suppliers based on their ability to meet agreed requirements, promoting cooperative relationships focused on supply reliability, operational continuity and performance improvement.

7. Getting Things Right the First Time

Work accurately and methodically at every stage, preventing errors, non-conformities and rework. Correct execution of activities helps control costs, use resources effectively and improve TORTELLA's competitiveness.

8. Continuous Improvement

Monitor process effectiveness and assess opportunities for improvement, addressing identified issues and promoting solutions that increase organisational efficiency, product reliability and customer satisfaction.

Commitment to Quality

Quality is a shared responsibility and requires the conscious contribution of everyone involved in TORTELLA's activities. Everyone is expected to work in compliance with applicable procedures, commitments undertaken and established objectives.

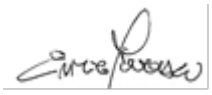
Quality objectives are defined and periodically reviewed on the basis of customer needs, results achieved and identified opportunities for improvement.

The quality management system provides the framework for organising, controlling and improving activities, ensuring that responsibilities are defined and processes are adequately monitored.

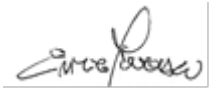
TORTELLA is committed to maintaining an approach focused on preventing issues, resolving non-conformities and continuously improving, while promoting staff involvement and the dissemination of quality principles throughout the organisation.

This Quality Policy provides the reference framework for defining company objectives and is communicated to the relevant people so that it is understood and applied in the performance of their respective activities.

General Management
Issued by



Reviewed on 09/04/2026



Quality Management Representative
Approved by

