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Quality Policy

Quality Policy

Displaid S.r.l. recognizes quality as a fundamental strategic element for its growth, competitiveness, and business continuity.

Quality is understood as the ability to design, develop, and deliver integrated technological solutions and digital services in a reliable, continuous manner that is consistent with customer needs, while simultaneously ensuring the security, integrity, and value of the information managed.

Operating in a context characterized by high technological innovation, advanced data management, and the development of hardware/software solutions, Displaid directs its activities toward a deep understanding of customer needs—both expressed and implicit—and their translation into effective, scalable, and sustainable solutions.

Top Management is committed to developing, implementing, and continuously improving the Quality Management System in accordance with the UNI EN ISO 9001:2015 standard, ensuring its full integration into business processes and the operating model, consistent with the organizational context, identified risks and opportunities, and strategic directions.

Critical Success Factors

The pursuit of quality is based on the following key factors:

- customer-centricity and the ability to interpret their needs within a constantly evolving technological context;
- the reliability, continuity, and scalability of the services provided, with particular attention to data management and digital platforms;
- continuous technological innovation, including the conscious adoption of artificial intelligence solutions, used in an ethical, transparent, and value-oriented manner;
- a process-based approach and the structured management of risks and opportunities (risk-based thinking);
- the active involvement of people and the development of skills;
- performance monitoring through objective indicators and data;
- the building of solid and transparent relationships with customers, partners, and other stakeholders.

Guiding Principles

Displaid operates according to principles that guide all company activities:

- ethics and integrity, ensuring fairness, transparency, and accountability in decision-making processes and in relationships with stakeholders;
- responsibility in the use of technology and artificial intelligence, ensuring their conscious, reliable use consistent with company values;
- health and safety at work, ensuring adequate operating conditions and promoting a culture of prevention and organizational well-being.

Top Management Commitments

Top Management is committed to:

- ensuring compliance with applicable, regulatory, contractual, and mandatory requirements;
- defining, monitoring, and reviewing quality objectives consistent with this policy;
- ensuring the resources necessary for the functioning and improvement of the management system;
- promoting the dissemination of a culture of quality at all levels of the organization;
- supporting process owners in achieving expected results;
- monitoring system performance and implementing continuous improvement actions.

Organizational Value

Displaid promotes a work environment oriented toward collaboration, responsibility, and growth, in which every resource actively contributes to the functioning of the system and the achievement of corporate objectives.

This Quality Policy serves as the reference point for all company activities; it is communicated, understood, and applied at all levels of the organization and is made available to interested parties. It is periodically reviewed by Senior Management to ensure its continued adequacy, consistency, and effectiveness.

Milan, May 28, 2026



