

QUALITY SERVICE POLICY¹

Who we are

Carnelutti Studio legale Associato (Carnelutti Law Firm) is a professional partnership specialized in corporate law advisory services, with a strong international focus. The organization employs approximately 100 lawyers and tax professionals, based in the firm's Milan headquarters, and offices in Rome, and Los Angeles.

Our objectives in terms of associates' services: full disclosure, reliability, and client satisfaction (our quality)

In accordance with its code of ethics and with the mission of the firm, in rendering **services to the professionals of Carnelutti Law Firm** intends to ensure the quality objectives listed above. This is why it established that all services are **governed by specific procedures or operating instructions** that define service levels and commitments. Such procedures were included in the more general compliance model defined in the firm's operating manual, which also sets internal management rules, with the objective of also complying with the international ISO 9001 standard.

Specifically, these procedures and instructions are aimed to manage the following processes:

- Accounting and internal administration
- HR management
- IT infrastructure e and facility management
- marketing and relational tasks including press relations and PR
- internal and external communication, including events

Constant improvement and (internal) client satisfaction

We believe that improving processes and systems constantly is a condition to achieve the above objectives. This is why every year verifiable goals are set, with a constant commitment to comply with laws and regulations, contractual requirements or internal policies on quality and work conditions. This involves constantly monitoring satisfaction of service clients to make them all the more aware and involved.

This Policy is available on the firm's intranet and is an integral part of internal training programs.

Milan, November 15, 2021

¹ Document prepared in compliance with the operating manual of the firm (MOS).