



QUALITY POLICY

XY SA has introduced a quality management policy with the aim of ensuring the excellence of the service provided to clients, strengthening the company's image as market leader. For the success of the initiative, XY believes that the participation of all employees is vital to the implementation of the Quality Management System.

XY's mission is to become the world leader in global estate orchestration services for private clients, institutions and governments. XY is committed to:

- developing services designed and built to address the real needs of clients by providing solutions that create measurable value;
- selecting strategic opportunities for clients in a systematic manner;
- making service delivery more efficient and effective by adopting state-of-the-art technologies.

In order to accomplish its mission, XY intends to:

- develop and maintain a Quality Management System as a tool to achieve XY's goals, fulfill its commitments, promote continual improvement of corporate processes and ensure the highest standards for services provided;
- adopt an integrated risk management system for all services delivered, to ensure that the risk to the client is minimized by a risk management policy commensurate with market characteristics and customer objectives;
- commit the necessary resources and available skills to listen to the opinions and recommendations of clients, including those collected through business conducted in the field by branch offices;
- focus every activity on the actual needs of the clients in order to best satisfy them;
- consolidate the relationship with third parties to provide clients with innovative solutions at privileged conditions;
- meet all requirements imposed by existing legislation, in particular with regard to regulations on financial intermediation, when issuing services and providing recommendations;
- implement methodologies and create a professional culture within the organization so that each employee can provide the highest level of service to clients;
- ensure a high level of satisfaction among all employees by fostering a corporate environment based on loyalty, integrity, responsibility and team spirit.

In carrying out its mission XY makes the following commitments:

- *to clients*: provide top quality services that meet their needs with full transparency and maximum reliability, ensuring a competitive price through analysis and containment of delivery costs;
- *to third parties*: encourage a fruitful collaboration in the interests of client's, by seeking innovative solutions and guaranteeing excellence of service;
- *to employees*: encourage personal initiative, support professional growth, foster the development of pleasant and productive professional relationships, while ensuring a safe and stimulating work environment where everyone can feel gratified and fulfilled.

Daniele Migani
Founder and CEO
XY SA