



QUALITY POLICY

Cultura Italiana, founded in Bologna in 1981, is a school specialized in teaching the Italian language and culture to foreigners. The school collaborates on research projects with the University of Bologna — the first university in Europe (est. 1088) — and with more than 40 universities in Europe, the Americas, and Japan.

It is the first school recognized by the Italian State for the teaching of Italian, offering a high guarantee of educational quality, with certifications recognized for VISA purposes and university credits.

The Management, with the aim of enhancing the managerial and entrepreneurial capabilities of CULTURA ITALIANA S.r.l., has defined the development goals for the year 2025 and, in addition, has formalized its "CHARTER OF SERVICES," which outlines specific objectives, reviewed periodically by the Management.

In any case, the objective is to ensure:

- the consolidation of the position already achieved by the School in its sector;
- the systematic implementation of an internal activity monitoring structure, using input data from the school's processes in order to apply effective internal management control;
- the ongoing, systematic improvement of the quality of the services provided.

The guiding principles of this Quality Policy are:

- the commitment to provide educational services that are consistently aligned with standards defined and recognized at both national and international levels;
- the importance of training and updating human resources, particularly internal staff;
- the focus on the qualification and ongoing technical and professional development of all collaborators;
- the measurement of service efficiency and effectiveness, as well as student satisfaction, including through quality monitoring of the training activities offered;
- the effective handling of problem-solving and management of non-conformities;
- full compliance with current regulations.

The Management ensures that all school activities are aligned with principles such as:

- punctuality, correctness, competence, and compliance with safety standards and regulations;
- safeguarding of people and property during the delivery of services;
- professional and timely fulfillment of both internal and external client requests;
- delivery of "excellent" service to maintain and strengthen the school's market position;
- attention to everyone, with respect for and consideration of individual choices and orientations.

The Management systematically requests full engagement and participation from all staff members, at all levels — including collaborators — in the preparation of the "CHARTER OF SERVICES," in complete alignment with this Quality Policy.