

QUALITY POLICY

Our company policy intends to assert the customer centrality in every process of our organization: from this starting point, our company has decided to set such improvement targets that allow to increase customer satisfaction and significantly widen our market share, in a continuous and sustainable manner, within the changing context of the global economy.

These goals are pursued through some main lines of action, including:

- ✓ a continuous increase and update of our products range;
- ✓ improving our service level, in terms of delivery time and availability rate;
- ✓ the analysis of business risks constantly monitored and updated;
- ✓ monitoring the KPIs and their compliance with the goals set by our Management;
- ✓ the qualification of our human resources through specific training activities, focused on giving the necessary know-how and capability to work in the perspective of continuous improvement;
- ✓ monitoring profits and costs, in the light of increasing the competitiveness of our market prices;
- ✓ the compliance with laws, applicable regulations and the best ethical standards of behaviour;
- ✓ the upgrade of the internal structure in order to guarantee the health and safety of the staff in case of pandemic disease;
- ✓ the achievement and maintenance of the UNI EN ISO 9001: 2015 certification;
- ✓ raising awareness among the staff concerning quality-related issues;
- ✓ measuring customer satisfaction, with particular focus on technical support and products fill rate;
- ✓ the selection of suppliers, encouraged to cooperate with our company, both in terms of quality and delivery times;
- ✓ monitoring the environment impact of our business operations, with a goal to choose the most sustainable solutions in each activity of our company.

Our Management believes that all the human resources working in our company are crucial to the achievement of these goals, regardless of the specific responsibilities assigned to them.

Therefore, each member of our staff is encouraged to provide active support and effective cooperation.

Our Management undertakes to implement and sustain this Quality Policy and to update it periodically, taking into account the needs and improvement proposals received from the staff.

Orbassano, November 20, 2024

The Chief Executive Officer