



CORPORATE POLICY

**Our main goal is
to encourage and reinforce the development and improvement
of our quality, health, safety and environment management system**

The board of directors relies on the enhancement of its staff members and the technology of its plants to be a reliable partner able to satisfy the customers' requirements.

The board of directors undertakes to:

- ensure that customers' needs and product requirements will be correctly identified, defined and satisfied in order to improve customer satisfaction;
- survey customer satisfaction to monitor and constantly improve it;
- promote a system for ongoing upgrading of the efficiency of the management system through the methodical application of what is prescribed within the management system documentation;
- carefully examine the context in which the organization operates and assess the related risks and/or opportunities;
- providing safe and healthy working conditions, appropriate to the nature and size of the business, always considering health and safety risks and environmental impacts;
- satisfy cogent requirements;
- avoid danger and reduce risks;
- protect the environment and prevent environmental pollution;
- enhance workers participation, removing obstacles and barriers which could penalize or demotivate them.

The achievement of the set goals is measured through the analysis of the following indicators:

- customers' complaints and satisfaction trend;
- trend of product, process or system nonconformities (anomalies, accidents, injuries, occupational diseases);
- internal and external audit performance;
- suppliers performance;
- specific trends related to each business process;
- internal and external stakeholders satisfaction.

Numerical objectives are established in specific improvement plans issued during the management review, which contains measurement criteria, necessary resources, development time planning, and will be shared with all the internal staff.

In order to ensure the activation, development and maintenance of the management system, the board of directors undertakes to enhance the organizational and relational conditions suitable for the distribution and understanding of the importance of the corporate policy contents to all staff and ascertain their understanding.

The board of directors urges all the staff members to take part with openness and professional commitment in activities already underway and all the future ones.

Date: 30/04/2024

General manager.