

The Company recognizes in the principles of quality and good environmental management the tools that will guarantee lasting success over time. On the basis of these principles, it has developed its own company policies.

1. Customer Service

In 2005 the company obtained the **UNI EN ISO 9001** certification to ensure an ever greater efficiency and reliability of its organization and started monitoring **customer satisfaction**.

The Company believes that lasting success can be achieved if it can attract and retain the trust of Customers and other stakeholders on whom it depends. Every aspect of the relationship with the customer must be seen as an opportunity to create greater value for the customer.

Understanding the expressed and implicit needs of the customer and other stakeholders contributes to the lasting success of the organization.

2. Sustainable development

The Company has decided to implement a systematic approach to environmental management, formalizing practices and controls, to have objective feedback on its management of environmental impacts.

*It has therefore implemented an environmental management system and obtained certification according to the **UNI EN ISO 14001 standard**.*

Through these tools, the Company will be able to contribute to sustainable development and strengthen its position on the market

- mitigating negative environmental impacts,
- improving its environmental performance,
- improving control over its compliance obligations, deriving both from mandatory and contractual aspects and defined internally,
- controlling, as far as possible, the life cycle of the product,
- communicating relevant environmental information to stakeholders.

The environmental management system is therefore applied both in production and support processes.

3. Leadership

Conscious participation and commitment allow the Company to align strategies, policies, processes and resources to achieve its objectives.

All Managers must therefore work to ensure that the entire organization pursues the Company's objectives.

These policies and the objectives that derive from them are brought to the attention of the competent functions so that the whole Company can consciously contribute to their achievement.

4. Staff

The Company is committed to involving people at all levels and respecting them as individuals, to recognizing and increasing their skills and competencies, in the belief that the recognition and growth of knowledge facilitate the commitment of each person to achieve the objectives of the organization.

For this reason, the Company prepares a training program with which it plans training interventions on the basis of its quality and environmental objectives.

The company also wants to guarantee safe working conditions also from the point of view of health and safety at work. For this reason, it constantly keeps an eye on

- the trend of occupational accidents and diseases,
- the trend of illnesses, unused holidays, turnover and other aspects that allow us to evaluate the work environment in which people work.

5. Process approach

It is essential for the company to see its organization as a set of coherent and interconnected processes. A thorough understanding of how they work and how they connect allows the company to optimize its performance.

The Company has carried out a documented survey on its processes, used to update the quality management system in relation to the organizational changes that have occurred.

The processes were then analysed from an environmental point of view, assessing the impacts they generate and adopting the consequent mitigations.

6. Improvement

The Company considers it essential to work for its own improvement to maintain its performance at a satisfactory level for the parties involved and to be able to react to changes both internally and in the context in which it operates, ready to create new opportunities.

To measure its performance and base decisions on documented information, the Company has implemented a system of process indicators to keep track of the processes considered most significant.

7. Evidence-based decisions

Decision-making can sometimes be a complex process and as such involve a certain level of uncertainty. Aware of this fact, the Company is convinced that its decisions should be made, as far as possible, on the basis of documented data and information.

It has therefore decided to implement documented systems to

- quality management based on the UNI EN ISO 9001 standard,
- environmental management based on the UNI EN ISO 14001 standard.

8. Relations with stakeholders

The organization is aware that stakeholders influence its results. It has therefore identified its stakeholders and related aspects that can have a significant influence on their business. The information was used for the assessment of risks and opportunities.

In this regard, the Company has been developing various actions in the area for years, in particular with the choice of certain categories of suppliers, support for voluntary activities and collaborations with schools.

On the basis of the indications obtained from these evaluations, the Company intends to focus its attention mainly on Customers, Suppliers, Employees, Schools and Collaborators.

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The Chief Executive Officer
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