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## QUALITY POLICY

The cornerstones of VALMAR S.r.l.'s success are based on three pillars that the Company will continue to pursue:

1. The ability to identify and interpret the needs of the market and customers, through an offer that responds to and anticipates the identified needs;
2. The ability to win, maintain and consolidate over time the client's trust in the Company;
3. The commitment to comply with the laws and regulations of the country in which the company operates.


To achieve this, the company organisation must commit to achieving and maintaining specific objectives which, as a whole, must determine the achievement of the overall quality strategy. This Policy must therefore be considered as a fundamental means to guide VALMAR S.r.l. to improving its performance. That is why the Quality Policy focuses specifically on those aspects of the company necessary to ensure its success and, in summary:

- The company processes for which the types and level of future improvement must be defined, identifying suitable indicators for their management;
- Customer satisfaction, defining the expected level and the actions to be taken to achieve it;
- The company personnel who, feeling part of a team aimed at the pursuit of business success, must find the most appropriate atmosphere and stimuli for their development, safety and satisfaction;
- The expectations of the ownership in relation to the achievement of the desired level of return with respect to the resources committed;
- The suppliers and business partners in order to achieve high levels of contributions and collaboration for the purpose of common growth;
- The management of resources (financial, infrastructural, human and environmental) in order to ensure effective and continuous support for the growth and success of the company.

Management has chosen compliance with the UNI EN ISO 9001:2015 Standard, in conjunction with continuous improvement resulting from its application, as a management tool to achieve the objectives. General management has primary responsibility for the achievement of all objectives, assigning responsibility for Quality System management, the preparation of the Quality System and the verification of its adequacy to the management representative, who will draw up periodic reports on the status of the Quality Management System and on the effectiveness of achieving the objectives. General management carries out periodic reviews, promotes improvement actions for the following period and ascertains the continued suitability of this Policy with the strategic objectives.

The Quality Management System (QMS), compliant with the UNI EN ISO 9001:2015 Standards, therefore aims to stabilise and increase the positive influence of the factors described above, pursuing the following objectives:

- Ensure increasing levels of Quality and ever-improving performance;
- Ensure an approach oriented towards the prevention of problems;
- Maintain attention to risk management, considering risk an increasingly inescapable element for business and complex systems;
- Carefully manage everything that represents "non-conformity" by intervening quickly on the effects but carefully investigating the causes;

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- Make available the resources (staff and infrastructure) needed to carry out the activities correctly;
- Aggregate skills, energy and motivation of staff around Quality Management that also produces tangible professional benefits;
- Procure necessary goods and services from qualified suppliers and contractors;
- Maintain UNI EN ISO 9001:2015 system certification and accreditations of interest;
- Fully comply with the laws, regulations and any applicable technical regulations;
- Keep up-to-date with the technological innovations in the sector, so as to always be able to offer the best to customers and benefit from the formalised indications on the state of advancement in the sector.

The Policy and the QMS are reviewed periodically and, whenever necessary, through management reviews conducted by the General Management and other interested contractors.

The Management undertakes to provide all support for the management and continuous improvement of the QMS through compliance with the mandatory requirements, the definition and control of the achievement of company objectives and the organisation and management of activities and resources.

All organisational levels are also involved, motivated and responsible for complying with the requirements of the QMS and achieving the planned quality levels.

This means not only promptly responding to any malfunctions, complaints or non-conformities reported to VALMAR S.r.l. by customers and other external players but also intervening proactively, even in the absence of reports from the outside, on situations that VALMAR S.r.l. personnel may intercept due to not complying with the QMS.

The same spirit must animate us in the future in all those key moments of relationship with customers and of carrying out internal processes.

Pontenure, 9th January 2024

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The General Management