

## Company Quality Policy

Concetti acknowledges that its industrial success is linked to the ability to satisfy its customers in the long term by supplying quality products and services.

Within the scope of our company policy, we recognise the need to identify objectives and directions aimed at ensuring the quality of the products required by the market, in order to satisfy all its needs which become increasingly restrictive over time.

Concetti therefore sets the following general objectives:

- to provide customers with a product that is utterly reliable;
- an extremely high level of service;
- a continuous improvement of processes and products;
- compliance with the laws and regulations in force for the service;
- the operational efficiency of the processes.

Management undertakes to take on an active role in promoting and guiding all activities having an impact on improving Quality. The guidelines for achieving the objectives set out are:

- to establish and maintain a Quality Management System compliant with ISO 9001;
- to establish and maintain a Management System compliant with Directive 2014/32/EU;
- to establish and maintain a Management System compliant with L. Decree 231/2001;
- to establish and maintain a Management System compliant with L. Decree 81/08;
- to improve the performance of processes and products from a qualitative point of view;
- to constantly monitor the system's level of compliance with the standards, applicable laws and the other requirements underwritten by Concetti, managing deviations with appropriate corrective actions;
- to promote and implement personnel training/educational programs at all company levels to disseminate the Quality Policy and provide the skills necessary to ensure service compliance;
- to promote the preventive actions necessary to forestall the occurrence of deviations from service, process and system standards;
- to involve the supplier base by promoting and implementing processes and procedures for continuous improvement of the characteristics of the service

Concetti considers it vital to set increasingly demanding quality objectives; this awareness involves every collaborator of all the companies in the group who, aware of this responsibility towards customers, will direct their actions and commitment to their pursuit.

In particular, the Corporate Management of each company in the group takes on the responsibility of promoting and disseminating this commitment through annual plans which, by identifying the fields most deserving of attention, organise actions and resources with the aim of achieving the level of improvement expected by its customers.

The annual plan relating to quality improvement actions is part of the strategic plan of every company. It is approved by Corporate Management and is binding for all collaborators of each company.

The corporate organisation is committed to satisfying the requirements of the ISO 9001 standard, of the 2014/32/EU directive, of L. Decree 231/2001, of L. Decree 81/08, whose management, continuously monitored and improved, will enable achieving the planned objectives in compliance with mandatory laws.

Management periodically sets numerical indicators for the quality objectives and verifies the effectiveness of the means of implementation.

#### CORPORATE MANAGEMENT

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