

Italtronic, with a view to a service oriented to the customer, workers and all interested parties, not separated from the constant improvement of company results, has set as its objective to tenaciously pursue the highest possible level of quality in all areas and factors influencing the development of the company:

Community, Leadership, Personnel, Process, Product and Service

The guiding vision of Italtronic's policy is total quality to ensure:

- **full satisfaction of the customer and interested parties, understood as an active and corresponding understanding of his needs**
- **adequacy of facilities and human resources**
- **respect for the environment**
- **respect for human rights**
- **respect for ethical values and health and safety in the workplace**
- **constant commitment to the prevention of pollution and the continuous improvement of environmental aspects in terms of: saving of energy and natural resources, proper waste management and their recovery, constant monitoring of emissions into the atmosphere**
- **staff prepared and equipped to respond promptly to emergencies.**
- **constant risk management for all activities/products and services in order to promptly recognize problems or opportunities .**

The primary elements for the achievement of the policy are:

- ***consider all personnel, falling within their sphere of control and influence, as a precious resource:***
 - ✓ respecting over time the requirements of SA8000 in the field of: child labor; forced and forced labour; health and safety; freedom of association and the right to collective bargaining; discrimination; disciplinary practices; working hours; remuneration, code of ethics, together with respect for the Universal Declaration of Human Rights and ILO documents and everything related to respect for human rights;
 - ✓ encouraging professional growth and awareness of one's role and actions through appropriate training processes, to educate to the respect for human and moral rights and for the prevention of accidents and occupational diseases;
 - ✓ involving its employees and facilitating their active participation in the application of the policy through the establishment of Problem Solving Committees, composed of management and workers, which evaluate and propose corrective actions and improvement of the system in the production, quality and safety fields;
 - ✓ involving its employees in environmental management so that they are aware of the correct behaviors they must implement, in particular in waste management, paying attention to the consumption of resources and the use of dangerous substances even in emergency situations.
- ***consider its suppliers as strategic partners with whom to collaborate for:***
 - ✓ the careful choice of materials;
 - ✓ the continuous quality improvement of the final product;
 - ✓ compliance with the requirements relating to social, ethical, safety and environmental issues
 - ✓ assessing the risks of potential non-conformities and preventing them
- ***consider its customers and the community as a stimulus for the quality of the product and service,*** constantly seeking their satisfaction also in reference to social responsibility and the environment by

maintaining an active and transparent communication of the objectives and its performance and favoring initiatives aimed at involving the interested parties, ensuring them:

- ✓ compliance with applicable laws, contracts, conventions and other social, ethical and environmental requirements;
- ✓ the effective commitment to improving social, ethical and environmental performance
- ✓ the prevention of the health and safety of personnel at work and the protection of the environment;

- **ensure the constant monitoring and improvement of its Integrated Management System**, defining measurable improvement objectives and verifying its achievement and effectiveness;

Mandatory conditions to guarantee this result are:

- clarity on roles ;
- high professionalism of individuals;
- high reliability of materials and equipment;
- "stimulating climate", i.e. a work environment in which positive relationships between people lead to carrying out their work in a serene, dynamic and proactive way with the aim of fully satisfying the group's need for total quality;
- inspiration in all relationships to the fundamental principles that refer to the values of:
RESPECT, INVOLVEMENT, HUMILITY, AVAILABILITY and HONESTY
- acquisition of a work philosophy to operate according to the logic of the "team" spirit with the aim of:

< WORKING TOGETHER TO ACHIEVE SUCCESS AND SATISFACTION >

The General Management undertakes to pursue and keep the company policy up to date and to constantly encourage interested parties to pursue it.

Italtronic guarantees evidence of the application of this policy through documented information in accordance with THE UNI EN ISO 9001 - UNI EN ISO 14001 and OHSAS 18001 standards.

The Integrated Management System is certified for UNI EN ISO 9001 - UNI EN ISO 14001 standards.