

INTEGRATED QUALITY AND ENVIRONMENTAL POLICY

The Company Management, considering the organisational context, the analysis of the parties involved and the assessment of the potential risk associated with both operational effects and the health and safety of workers, formally undertakes to implement a Quality/Environment Policy that adequately assesses the efficiency of the management system in accordance with UNI EN ISO 9001 and UNI EN ISO 14001 standards and aims to maintain and improve the level of quality achieved, the protection of the environment and the health and safety of workers.

The organisation is committed to examining the quality, environmental and safety aspects of all company activities as relevant aspects of its business, organising its entire structure so that everyone is involved, according to their responsibilities and skills, in achieving the set objectives.

The guidelines of the Company Policy that ITALCOPPIE intends to pursue through the systematic application of the quality/environmental system are translated into specific commitments on the part of the Management, for the implementation of which all levels of the company, each within their own area of responsibility, are accountable.

PROCESS	OBJECTIVES	ACTIONS
Economic aspects	<ul style="list-style-type: none"> ✓ Improve turnover 	<ul style="list-style-type: none"> ✓ Monitoring commercial and marketing activities ✓ Focus on customer requirements ✓ Adapting to market demands
Sales Customer Satisfaction	<ul style="list-style-type: none"> ✓ Monitoring customer satisfaction indices (loyalty) and maintaining high levels ✓ Respect for delivery times: average late batches $\leq 5\%$ ✓ Growth prospects ✓ Customer loyalty ✓ Monitoring and control of processes and products in order to reduce causes of non-compliance and complaints ✓ Containment of costs for any complaints to $\leq 0.5 \div 1\%$ of turnover ✓ Provision of services with quality levels exceeding market and customer expectations 	<ul style="list-style-type: none"> ✓ Constant attention to requirements and obligations, needs and expectations, constantly monitoring customer satisfaction and loyalty in order to improve perceived quality, prevent complaints and meet delivery deadlines, providing the customer with a high-value product and service. ✓ Monitoring delivery times ✓ Interfacing with the customer and rapid response times ✓ Continuous improvement with a focus on market developments ✓ Expansion of product range ✓ Development of the sales documentation management system
Technical Department Design	<ul style="list-style-type: none"> ✓ Monitoring the regularity of project execution times to ensure compliance with agreed deadlines ✓ Keep project costs within established parameters ✓ Product reliability ✓ Technological innovation ✓ No complaints attributable to the project 	<ul style="list-style-type: none"> ✓ Dedicated resources ✓ Compliance with mandatory, technical, functional and legislative requirements ✓ Monitoring of product launch satisfaction levels ✓ Risk analysis ✓ Compliance of products subject to ATEX certification

PROCESS	OBJECTIVES	ACTIONS
Purchasing Department Suppliers	<ul style="list-style-type: none"> ✓ Qualification and periodic evaluation of suppliers. LQA ≥ 75 ✓ Incidence of supplier non-conformities on the total number of BOFs with code $< 2.5\%$ 	<ul style="list-style-type: none"> ✓ Require full compliance with the quality requirements, facilitating suppliers through constant and constructive collaboration together with awareness of the Quality/Environment Policy
Production	<ul style="list-style-type: none"> ✓ Monitoring of activity execution times to ensure compliance with agreed deadlines ✓ Monitoring production efficiency ✓ Ensure plant maintenance to minimise any unforeseen events, non-conformities and machine downtime ✓ Appropriate tools 	<ul style="list-style-type: none"> ✓ Technological and organisational innovation to improve internal processes and, consequently, the image and competitiveness of the organisation ✓ Periodic plant maintenance ✓ Implementation of a new management system ✓ Expansion of production capacity in Tunital (6,000 hours of labour per week)
Product Defects	<ul style="list-style-type: none"> ✓ NC monitoring ✓ Containment of NC costs in production $\leq 0.5 \div 1\%$ of turnover. 	<ul style="list-style-type: none"> ✓ Eliminate product defects through appropriate internal controls and monitoring of suppliers and the quality of their supplies
Quality Management	<ul style="list-style-type: none"> ✓ Maintenance of Quality System certification ✓ Ensuring the correct application of the quality system ✓ Focus on performance monitoring 	<ul style="list-style-type: none"> ✓ Identify business processes and monitor their efficiency and effectiveness ✓ Promote the concept of continuous improvement ✓ Systematically update risk and opportunity assessments ✓ Eliminate/reduce the number of system non-conformities and related costs ✓ Implement System and Process Improvement Actions
Environmental Management	<ul style="list-style-type: none"> ✓ Obtain Environmental System certification ✓ Ensure: respect for the environment, reduction of environmental impact, prevention of pollution, process control, fulfilment of compliance obligations ✓ Ensure compliance with the highest levels of safety and risk prevention by providing the necessary resources 	<ul style="list-style-type: none"> ✓ Systematically carry out environmental analysis ✓ Minimising energy and water consumption, atmospheric emissions, waste production and pollution in general ✓ Consideration of the product life cycle ✓ Use products with low environmental impact ✓ Evaluate technical solutions applicable to process plants aimed at reducing negative environmental impacts (atmospheric emissions, waste production, etc.) ✓ Maintain full legislative compliance with legal requirements and other regulations

PROCESS	OBJECTIVES	ACTIONS
Internal Resources Staff	<ul style="list-style-type: none"> ✓ Periodic assessment of staff competence and awareness to ascertain their suitability and identify areas for improvement ✓ Plan and implement training programmes and evaluate their effectiveness ✓ Zero accidents at work ✓ Ensuring that workers are consulted on occupational health and safety issues and involved in the implementation of the quality and environmental system 	<ul style="list-style-type: none"> ✓ The broad and systematic involvement of all employees: a fundamental prerequisite for continuous improvement, increasing their skills and encouraging and promoting participation and sharing of quality/environmental objectives ✓ Safety in the workplace ✓ Willingness to understand the needs of staff ✓ Comfortable working environment ✓ Promotion of cooperation and collaboration between company resources
Stakeholders	<ul style="list-style-type: none"> ✓ Ensuring the needs and expectations of stakeholders are met 	<ul style="list-style-type: none"> ✓ Respect for contractual relationships, rules and regulations ✓ Communicating transparently with customers, suppliers, employees and all other stakeholders

Management is committed to the development and continuous improvement of the quality/environmental system by assessing its effectiveness and ensuring:

- ✓ planning of the quality/environmental system aimed at achieving the established objectives
- ✓ the review of the quality/environmental system adopted with measurable objectives and results
- ✓ appropriate communication processes
- ✓ investment in means and resources (economic, human and instrumental)
- ✓ the definition of the necessary infrastructure
- ✓ ensuring a suitable working environment through the introduction of rules and procedures aimed at minimising the risk of accidents, injuries and exposure to health hazards for all staff and collaborators.
- ✓ identifying personal training and education needs
- ✓ respect for the environment and sustainable development

18 April 2025

The Management