

## QUALITY POLICY

The General Management considers quality management to be the cornerstone of its business strategy, in the belief that it can also provide an important contribution to the development of the business, to the management of costs and risks, to the continuous improvement of the satisfaction of customers and the staff of the organization.

In defining the quality objectives, the Management considered:

- the internal and external factors, risks and opportunities associated with the business context and which may influence the ability to achieve the objectives;
- the criteria for assessing the risks and opportunities identified;
- the systematic review of risk assessment as a tool of strategic importance for the company;
- that well-defined needs expressed by the market should be met and that the expectations of customers should be met, within the framework of continuous improvement.
- compliance with the laws and regulations in force, as well as with the applicable standards and specifications

The principles and guidelines for quality management of FACCIN S.p.A., described below, provide all the stakeholders with the necessary information to operate in accordance with the quality policy:

- a systematic approach, visible and comprehensible to all;
- establish, maintain and use a quality management system designed to continuously improve all activities, taking into account the needs of stakeholders;
- apply the following quality management principles necessary to achieve the objectives:
  - **Customer focus.** FACCIN S.p.A. depends on its customers and must understand their present and future needs; it must respect their requirements and aim to overcome their expectations;
  - **Leadership.** Department managers shall establish unity of purpose and direction within FACCIN S.p.A. They shall create the internal environment in which personnel become fully involved in the pursuit of corporate objective;
  - **Active participation of staff.** The staff, at all levels, constitutes the essence of FACCIN S.p.A. and its full involvement and participation allows to put its skills at the service of the same. For this reason the management of FACCIN S.p.A. is very attentive to the creation of competence through continuous training and experience;
  - **Process-based approach.** The desired result is achieved more efficiently when resources and activities are managed as a process, applying the PDCA (Plan - Do - Check - Act) principle. The effectiveness and efficiency of FACCIN S.p.A. is achieved by identifying, understanding and managing a system of interconnected processes, aimed at achieving established objectives.
  - **Continuous improvement.** Continuous improvement must be the permanent goal of FACCIN S.p.A. to maintain current levels of performance, to react to changes in its internal and external conditions and to create new opportunities.
  - **Evidence-based decision making.** Effective decision making must be based on the analysis of collected data and information, it is important to understand cause and effect relationships and potential unintended consequences.
  - **Relationship Management.** Stakeholders influence the performance of FACCIN S.p.A. whose success is more likely to be achieved when it is able to optimise the impact on the

performance of its stakeholders. The management of relations with the network of partners and suppliers is of primary importance.

In order to achieve the aforementioned objectives, a quality management system has been developed within FACCIN S.p.A., in accordance with the UNI EN ISO 9001:2015 standard.

**In addition:**

- The commitment of the General Management and all employees and external collaborators to operate in accordance with UNI EN ISO 9001: 201.
- The commitment by the General Management to communicate, as far as appropriate, the quality policy to the stakeholders
- The commitment by the General Management and all the resources of FACCIN S.p.A. to obtain and maintain the Certification issued by the accredited agency.
- The continuous training and awareness development of all FACCIN S.p.A. employees and external collaborators;
- The assessment of conformity and adequacy to the applicable standards through the execution of periodical internal audits;
- The implementation and use of appropriate tools with the aim of reducing potential and actual causes of NC;
- The commitment of all personnel to propose improvement action;
- The monitoring of the maintenance of critical equipment and infrastructure;
- The management, verification, calibration and metrological confirmation of equipment;
- The maintenance of a tidy and clean working environment;
- The quality control of supplier performance;
- The care and proper handling and storage of the client's property;
- The control and monitoring of the services provided until delivery to the customer;
- The monitoring of customer satisfaction;
- The control of non-conforming products and processes and the proper handling of complaints in a timely and consistent manner;
- The systematic review of Risk Assessments as a strategically important management tool.

The Management of FACCIN S.p.A. favours the application, improvement and development of the QMS and works to ensure that the principles of total quality management are disclosed, understood and shared by all employees and collaborators. Therefore, personnel are required to comply with the requirements of the Quality Manual, procedures and related documentation for their activities.

The Management's Quality Policy commitments are translated into the individual processes identified for the operation of the quality management system, which contains the process indicators and related measurable objectives that the Management undertakes to achieve, providing all the managers involved with the necessary resources and support.

## **AMD 1:2024 ADDENDUM ON CLIMATE CHANGE**

Our commitment to a sustainable future is reflected in our company policies and the concrete actions we take every day. We are convinced that every small action can make a difference in the fight against climate change.

Our strategic objectives in this regards are:

- Use resources efficiently and consciously, avoiding waste and favouring sustainable choices over time;
- Play a significant role in contrasting climate change;
- Identify and adopt company measures, even beyond regulatory requirements, aimed at improving its environmental and energy performance;
- Select its suppliers favouring those located in Lombardy in order to support the local economy and reduce transport pollution;
- Promote continuous and effective communication with stakeholders in relation to sustainability issues and the objectives and measures adopted;
- Monitor the progress of actions taken in pursuit of objectives, translated into Improvement Plans, to the achievement of which all corporate functions contribute, and manage the level of residual risk in order to further minimise it;
- Monitor and reduce the impacts of its activities both in ordinary conditions and in crisis situations, such as exogenous events related to climate change;
- All of the above, providing all necessary human, instrumental and financial resources.

Faccin S.p.A. is aware of the importance of managing climate change, which must be addressed as a practice and as a condition for continuing to meet the needs and expectations of all stakeholders. It is therefore of fundamental importance to understand and, if possible, to anticipate the evolutions of the economic, social and climatic context in which one operates, in order to contain the impacts by improving one's own environmental and energy performance.