

1. QUALITY

We are committed to pursuing customer satisfaction through continuous improvement and the definition of concrete and measurable objectives with reference to:

Customers

- We provide products/services aimed at maximizing customer satisfaction.
- We guarantee product delivery within 24 hours from the time of the order.
- We make sure to reply to our customers quickly and take care of complaints or disputes within 24 hours.
- We constantly measure customer satisfaction with a target of > 90%.
- We develop corrective actions for every critical feedback we receive.

Suppliers

- We annually evaluate supplier performance, promoting continuous improvement.
- We organize periodic meetings with the aim of establishing long-term partnerships.
- We require specific certifications and conduct periodic audits.

Processes

- Our production processes reuse 100% of raw material waste according to a circular business model.
- We monitor company KPIs monthly, defining annual improvement targets.
- We carry out monthly audits on all company processes.
- We aim to track 100% of non-conformities in our systems, planning improvement actions.

Personnel

- We provide an average of 25 hours/year training for each employee, based on individual training needs.
- We evaluate the performance of each employee every six months, defining annual targets and recognizing rewards for those who meet or exceed expectations.
- We define individual development and professional growth plans for top talent employees.

Management Tools

- We adopt a quarterly reporting system to monitor the multi-year strategic plan, annual objectives, and the progress of major company projects/investments.
- We organize monthly cross-functional meetings for the analysis and monitoring of Quality indicators.

2. ENVIRONMENT

We work to protect the environment through concrete and measurable objectives:

Reduction Goals

- We aim to reduce energy consumption by a certain % annually.

Prevention and Control

- We assess environmental impacts during the design phase of new company processes.
- We monitor atmospheric emissions annually.

Processes and Technologies

- We optimize production cycles by cutting waste.
- Through a 230 KWP photovoltaic system we adopt energy recovery systems.
- 100% of the energy consumed is generated from renewable sources.
- We use 100% recycled/recyclable material for our packaging.

Training and Engagement

- Through the "Grand Prize of Ideas" we reward the best sustainable initiatives promoted by employees.
- We prefer suppliers who prove to be environmentally and socially sustainable.
- We promote sustainable mobility by encouraging the use of ecological means for employees' home-work travel.

Communication and Transparency

- We aim to actively participate in local environmental projects.
- We aim to periodically share within the organization a monitoring system of company environmental management.

3. HEALTH AND SAFETY

We are committed to ensuring maximum safety through concrete and measurable objectives:

Prevention

- Target "Zero accidents".
- Periodic risk assessment for each job/department.
- Monthly audits in all departments with specific control checklists.
- Monthly monitoring of leading KPIs (near misses, reports of dangerous situations) with immediate corrective actions.

Compliance and Control

- We carry out continuous verification of regulatory deadlines.
- We carry out continuous control of PPE and equipment.
- We carry out continuous review of safety procedures.

Training

- We provide an average of 10 hours/year of safety training for each employee.
- We define specific induction plans for new hires, trained with the support of experienced personnel.
- We monitor the effectiveness of the training provided.

Participation

- We organize safety meetings every two weeks with the participation of RLS, RSPP, and supervisors, to ensure continuous discussion and share best practices.
- We link the employee reward system to the "Zero Accidents" target.

Continuous Improvement

- We analyze performance indicators on a monthly basis.
- We allocate an annual budget dedicated to strengthening safety and prevention measures.