



## QUALITY POLICY

In order to achieve and meet the goals outlined in the Corporate Policy and Strategy, **METALCAST GROUP S.r.l.** has defined in this document the objectives and contents of its Quality Policy and Commitment.

The Managing Board has developed its own Quality System according to the UNI EN ISO 9001 standard, consisting of the organisational structure, processes, resources and documented information required to achieve the objectives of excellence set out in the Corporate Policy and Strategy.

The following principles were considered when defining the Quality Policy:

- ✓ Fulfilment of customer expectations and requirements;
- ✓ Involvement and development of personnel;
- ✓ Needs and expectations of all interested parties;
- ✓ Cooperation, involvement and contribution of suppliers and external collaborators;
- ✓ Adequacy of resources to achieve the objectives;
- ✓ Management's commitment to quality, its understanding and dissemination at all levels.

This Policy must be implemented by all personnel, at every level of the company, and has the following goals:

- ✓ Encourage and develop a collective commitment to quality within the organisation;
- ✓ Pursue the achievement of customer needs and requirements, increasing customer satisfaction;
- ✓ Develop cooperation and partnerships with Customers and Suppliers, aiming to establish mutually beneficial relationships;
- ✓ Create a work environment that enables the organisation's employees to contribute with satisfaction to the reach of corporate objectives;
- ✓ Involve staff through training plans that enable them to develop their professional skills in a fruitful and motivating manner;
- ✓ Define planned control actions to correct and prevent non-conformities that have an impact on Customer satisfaction and negative effects on society and environment;
- ✓ Pursue the continuous improvement process, involving and encouraging all the organisation's personnel, analysing requirements and performance of the various company processes in relation to the results achieved;
- ✓ Strive for continuous innovation of products/services, in compliance with the customer's requirements and expected quality levels;
- ✓ Observe and comply with state laws, contractual, quality, environmental and work safety regulations.

The Management of **METALCAST GROUP S.r.l.** defines and documents the above, in terms of measurable quality objectives, including the procedures and methods to ensure their continuous suitability through review, by means of the Quality System documentation.

The Management is committed to providing the Quality Policy to all interested parties.

The Management is confident of the cooperation and commitment of all personnel in the pursuit of the above mentioned goals.

The Management

Torbole Casaglia, 29th February 2024