

QUALITY & ENVIRONMENT POLICY

Corporate Philosophy and Values:

- Customer satisfaction for the service received and the product purchased;
- Transparency and respect towards the Customers, Suppliers and between Company employees;
- Ambitious and forward-looking goals, in any case concrete and realistic;
- Culture for achieving a technical, professional and human excellence;
- Being the point of reference in the sector, thanks to Service and Added value;
- Ethics and integrity of each employee to create the strength of the Team;
- Human Capital Investment;
- Work environment based on respect for values, which guarantees decision-making power and equal opportunities for learning as well as personal growth;
- Timeliness and reactivity in finding the right solution for any request;
- Italian tradition, symbol of Quality, the result of innovative technology and passion;
- Environmental protection, the prevention of pollution and the safeguarding of essential resources for eco-sustainable development;
- Respect and commitment to fulfill the environmental obligations;
- Commitment to improve and increase its performance;

In order to safeguard the principles and values set out in the introduction, and to successfully manage its organization, the General Management of Roberto Marella S.p.A. has implemented a **Quality Management System** in accordance with the spirit and the international standard of UNI EN ISO 9001: 2015 and an **Environmental Management System**, in accordance with the UNI EN ISO 14001: 2015 standards.

For that reason, the following targets have been defined:

Meet the customer needs through:

- Timeliness and Quality in the preliminary interpretation of the technical requirement
- Competitive prices
- Availability of our Staff

- Correct management of commercial parameters and transparency of information.

Guarantee the Quality of the products supplied through:

- perfect realization, following the internal operating instructions, technical specifications and current national and international current legislation;
- appropriate testing system, aimed at guaranteeing the Quality of product;

Guarantee reliable suppliers through:

- continuous research and qualification of suppliers;
- careful analysis of efficiency and punctuality in supplies;
- constant involvement in the process of improving production parameters;

Develop new technologies and materials through:

- innovation and technological updating;
- study and design of new products;
- consolidated methodologies and refinement of the product supplied;
- development of the manufacturing process of new products;
- processes optimization;

Meet the needs of its staff through:

- involvement of all actors;
- sharing of personal needs;
- adequate work-place;
- training for achieving common goals;

Guarantee the correct management of the plants through:

- constant and scheduled maintenance of the machinery / systems;
- continuous improvement projects;
- analysis of risks and plants aging;
- attention to the evolution of current legislation;

Ensure the monitoring and changes of the context, in which the organization operates,
through:

- periodic analysis of the risks and opportunities related to the management of the Company;
- analyze and control the expectations and needs of interested parties;

- collect and analyze the technical-commercial data for continuous improvement;
- constant monitoring of economic parameters for a timely knowledge of the equilibrium levels;
- understanding and periodic analysis of the environmental impacts related to the business activity;

Ensure the protection of the environment, the prevention of pollution and the safeguarding of essential resources for eco-sustainable development through:

- monitoring of energy consumption and natural resources, in order to contain / reduce them
- efficient management of waste produced, minimizing its generation and optimizing its recovery at suitable disposal plants;
- implementation of measures to prevent environmental accidents and ensure a good response in case of occurrence;
- implementing the training, awareness and involvement of its staff, suppliers and collaborators, so that they implement environmentally correct operating behavior;
- compliance with all applicable legislative requirements on environmental matters;

→ Employee protection in the work spaces against the Covid-19 Virus:

- Adequate work environments to prevent the spread of the Covid-19 virus following the definition of protocols and related guide instructions, as per title I chapter III section IV Emergency Management (consolidated text on Health and Safety at work).

The Management is committed to pursuing these principles, in order to ensure internal efficiency and encourage constant growth of the Company.

The Management