

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 and an **Occupational Health and Safety Management System**, in accordance with UNI EN ISO 45001:2018.

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;

→ Guarantee healthy and safe workplaces and prevent the occurrence of accidents and injuries and the onset of occupational diseases through:

- Updating of hazard assessment and risk control;
- Protective measures on machinery,
- Making PPE available to all employees,
- Health plan validated by RSPP and MC in accordance with the needs of the duties
- Periodically imparted safety training.
- Emergency management

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

The Management