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| DOC-PQ | <u>Quality policy</u> | | |  |
| Issued on: | 13/10/2005 | Field: | Quality Assurance | |
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MISSION

Our company prioritizes customer satisfaction and the satisfaction of all other stakeholders, aiming to achieve this through high-precision chip removal machining.

Over the years, we have invested in increasingly advanced and sophisticated machinery and tools, allowing us to guarantee our customers a level of quality that many competitors cannot match. We are aware that there are many successful companies. Excellent companies plan their growth, build their future, and set clear objectives. These companies make innovation and quality not only a business philosophy but also a strategy to differentiate their products and services and enhance their competitiveness.

C.L.M. Costruzioni Lavorazioni Meccaniche S.r.l. (hereinafter 'CLM') aspires to be a benchmark of excellence, competing on both national and international markets to achieve a leadership position.

At CLM, we strive to be an added value not only for our owners but also for our employees and, most importantly, for our local community. The value we believe in is not solely economic; we are convinced that fostering a business culture can extend beyond traditional working practices, promoting an innovation-driven mindset, speed of action, the ability to foresee future events but also attract and, most importantly, retain talent.

Our goal is to build a successful and innovative company that uses lean and fast processes to minimize waste and maximize efficiency, driven by a team capable of instilling a strong business culture. Success follows its rules, and through professional competence and employee empowerment, we aim to achieve it.

We firmly believe that a company's potential is directly linked to the contribution of its employees. Therefore, we strive to maintain a highly collaborative relationship based on mutual trust. Each of our team members is a key strength; their dedication, willingness, and professionalism represent the true added value of our company.

The diversity of the market and the growing number of customers we have acquired over the years require us to maintain a lean organization, ensuring flexibility and readiness to meet customer needs, including urgent and early deliveries.


COMMITMENTS

- Reduce management costs through better use of company resources such as equipment, facilities, materials, and human resources.
- Periodically set improvement objectives.
- Continuously improve employee working conditions, satisfaction, and motivation.
- Regularly assess and review risks and opportunities.
- Constantly monitor customer and stakeholder expectations and satisfaction levels.
- Conduct operations in compliance with Italian Legislative Decree 81/08 and applicable environmental regulations.

The key topics the Executive Board wants the company to focus on are:

- Enhancing quality perception: ensuring continuous customer satisfaction and attracting new customers by reducing complaints related to cost impact and the percentage of non-conforming parts compared to total production, both overall and for specific customer requirements.
- Increasing internal training: using budgets which were allocated for employee training and ensuring training is extended across all workforce levels.
- Expanding market penetration in the Italian and foreign markets: acquiring new customers through more effective marketing activities, collecting additional details regarding existing customers, and investing in new machines and technologies to meet market demands.
- Monitoring process performance: improving production efficiency by reducing setup times, assessing production costs against agreed sales prices, tracking delays relative to production volumes, and evaluating monthly turnover trends per customer.
- Focusing on employee safety: ensuring ongoing compliance with safety regulations and applicable requirements, implementing hygiene measures and necessary personal protective equipment, overseeing their proper use, managing risks and opportunities in evolving scenarios, continuously updating and testing emergency plans, defining preventive behaviour procedures, and fostering employee awareness and engagement in safety management.

This policy, aimed at meeting applicable requirements, demonstrates the Executive Board's commitment to customer focus by ensuring that customer and regulatory requirements are consistently identified, understood, and met; that risks and opportunities affecting product and service conformity and customer satisfaction are addressed; and that overall customer satisfaction is increased.

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This policy is reviewed annually to ensure that:

- It remains appropriate to the company's purpose and context and supports its strategic policies.
- It provides a framework for setting quality objectives.
- It includes a commitment to the continuous improvement of the quality management system, in accordance with the principles of voluntary standards UNI EN ISO 9001:2015 and IATF 16949:2019.

The CLM Executive Board assumes the responsibility of promoting and supporting this Quality Policy with appropriate means and resources.