

This document is designed to summarize the strategies that Fourgroup is committed to pursuing, developing, and updating to improve quality.

It also provides a framework for defining quality objectives, as it adopts a management system compliant with ISO 9001.

The guiding principles consider the company structure and its relationships with the internal and external environment, referring primarily to currently certified management systems. The company therefore commits to:

- Analyze the customer's expressed or implicit needs and collaborate with them to fully define the design and execution requirements of the products, maintaining and improving this collaborative relationship over time to achieve full customer satisfaction.
- Comply with previously established quality standards and, at the same time, improve them in accordance with the customer's needs in terms of cost, reliability, and availability.
- Analyze and monitor the company's processes, both production and service, to identify inefficiencies and potential causes of non-compliance and plan necessary improvement actions.
- Activate a process of continuous improvement of customer service through the constructive and ongoing efforts of all employees.
- Constantly monitor the market and its changes, and operate through effective profitability and cost control to increase the company's profits and market competitiveness.
- Detect and optimize aspects and factors that customers deem appropriate for improving products and services.
- Ensure compliance with current labor legislation. Ensure that service delivery methods and operations are carried out in compliance with applicable mandatory regulations, technical standards, and operational procedures relating to safety, environmental, social, and product quality.
- Involve suppliers as an integral part of the company in achieving established safety, environmental, social, and product quality standards and hold them accountable for ensuring complete assurance.
- Do not use or support child labor.
- Do not resort to forced labor.
- Guarantee employees the right to collective bargaining and full freedom to join unions.
- Do not engage in or support any form of discrimination or coercion in the workplace, and adopt recruiting practices that ensure all candidates are evaluated based on their skills and competencies, regardless of gender.
- Ensure that employees of both sexes have access to parental leave and childcare options.
- Ensure that employees of both sexes have the opportunity to balance their work and family responsibilities.
- Do not use or support corporal punishment, mental or physical coercion, or verbal abuse.
- Comply with applicable collective bargaining agreements regarding working hours.
- Ensure the payment of the salary stipulated in the National Collective Bargaining Agreement (CCNL) and implement fair remuneration practices to ensure that employees of both genders receive a fair wage for their work.
- Permit meetings to assess compliance with the requirements of the SA 8000 standard.
- Improve communication processes with users, organizations, suppliers, and all stakeholders, making our commitments and results visible to the outside world.
- Prevent and manage gender-based abuse and harassment within the organization, including employee training on how to recognize and manage gender-based abuse and harassment.
- Engage human resources with whom we interact in a concrete and lasting way, so that they can participate tangibly in the company's continuous improvement and act as its promoters. This is done by providing them with the knowledge necessary to approach their roles with the right awareness and preparation. Develop staff through education, information, and training, involving them in company decisions, because human resources are considered the true driver of company growth. We ensure that opportunities for professional growth and development are equally distributed among employees of both genders.
- We limit waste generation, promoting its recovery where possible and ensuring that waste management is carried out in accordance with applicable legislation.

- Improve its environmental performance by limiting the consumption of natural resources (electricity, natural gas, water) and raw materials (plastic, metal, oils, solvents, etc.) as much as possible, and favoring green resources from renewable sources and recycled materials.
- Constantly seek the collaboration of public authorities and local communities to prevent possible accidents, injuries, and occupational diseases and to effectively and efficiently manage any potential emergency, thus reducing any associated risks. Furthermore, it promotes a codified and systematic external communication process.
- Identify, assess, and constantly monitor all health and safety risks associated with its activities, also with the support of a dedicated health and safety committee.
- Ensure workers have safe and healthy workplaces by adopting appropriate prevention and protection measures, minimizing the possibility of workplace accidents.
- Protect employees, third parties, customers, and the public from any toxic substances used or produced by identifying and managing related risks to ensure an appropriate level of safety.
- Make every effort, organizationally, operationally, and technologically, to reduce risks, prevent accidents, injuries, and occupational diseases, and protect workers from such events.
- Manage workplace health and safety aspects.
- Produce continuous and reasonable improvements in efficiency and safety of production infrastructure and machinery.
- Establish improvement objectives based on the above results that are objectively measurable and achievable; define goals to be integrated with operational management of the workplace and company development programs.
- Review the management system constantly and carefully, so that any deficiencies or trends are officially identified and used to prevent non-compliance, measuring process efficiency and analyzing resource requirements to achieve objectives.
- Ensure that the integrated policy outlined here and the related integrated management system are understood, implemented, and maintained at all levels of the organization, and that the system is supported by periodic and systematic training, education, involvement, and awareness-raising activities for all employees.
- Ensure that this document is available to interested parties.
- Implement and maintain an effective Integrated Management System in accordance with the requirements of the relevant voluntary standards.

With specific reference to its anti-corruption code of conduct, Fourgroup PROHIBITS its employees from:

- offering, promising, giving, paying, or authorizing someone to give or pay, directly or indirectly, an undue financial advantage or other benefit to a Public Official or a private individual (Active Corruption);
- Accepting a request from, or solicitation from, or authorizing someone to accept or solicit, directly or indirectly, a financial advantage or other benefit (Passive Bribery) when the intention is to:
  - induce a Public Official or a private individual to improperly perform any function of a public nature or in any case based on good faith in the exercise of their responsibilities entrusted to them in a fiduciary manner, in a professional relationship, including on behalf of private third parties, or to perform any activity associated with a business or reward them for performing such activity;
  - influencing an official act (or omission) by a Public Official or any decision in violation of an official duty, including by private individuals;
  - influencing or compensating a Public Official or a private individual for an act of their office; obtaining, securing, or retaining a business or an unfair advantage in relation to business activities; or, in any case, violating applicable laws.
- Prohibited conduct includes the offering or receipt by Ruffato Company personnel or anyone acting on its behalf of a financial advantage or other benefit in connection with business activities.
- This prohibition is not limited to cash payments and includes:
  - gifts, entertainment expenses, and similar donations;
  - other contributions such as sponsorships;
  - preferential hiring or investment opportunities;
  - confidential information that could be used to obtain unfair advantages;
  - personal discounts or credits and assistance or support for family members;
  - other benefits or benefits



# M 0102 Company policy

The general objectives are described to identify priority areas for intervention and with the following stated goals:

- Continuous improvement of the performance of the IMS and the impact of company activities on the internal and external environment, including all stakeholders
- Prevention of any possible form of non-compliance, both internally and externally, including emergency management
- Pursuing the highest possible level of convergence between best technologies, economic feasibility, investment effectiveness, and efficiency derived from their use
- Maintaining product, service, and regulatory compliance

Safety in workplaces and infrastructure, respect for individuals, and environmental protection are fundamental principles placed at the forefront of every analysis and consideration.

This Quality Policy is disseminated to all personnel and key collaborators at all levels of the organization; it is also displayed on company premises to facilitate its widest dissemination and understanding. All company personnel are responsible for ensuring, to the extent of their skills and responsibilities, that the product offered is manufactured in compliance with the provisions of this document, the Quality Management Manual, and Company Procedures. The company always strives for customer satisfaction, providing the best possible after-sales service.

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