

## Quality management policy

Revised February 2023

Rev. 6

Pietro Galliani S.p.A. has set itself the goal of developing increasingly innovative products, on customer request, by expanding the sectors in which it operates. In order to achieve and maintain its objectives over time, the Company adopts a Quality Management System based on UNI EN ISO 9001 standards.

The Company Management System has been developed to ensure the effective and efficient use of resources, focusing on the expectations of customers and other interested parties.

In line with these principles and with the values reported in the Organisation and Management Model, this Policy defines the general guidelines of Pietro Galliani S.p.A. for the implementation of the Quality Management System.

### DIRECTIVES AND GOALS

- Adopting and maintaining an effective Quality Management System in the processes, products and services for the context in which it operates, in compliance with the legal requirements of the applicable regulations and in compliance with other prescriptions to which the Company decides to voluntarily adhere.
- Knowing the needs and requirements of our customers through direct communication with them, to understand how our market sector is developing and to be the ones who bring innovation to our market, because our customers' success runs parallel to our own.
- Defining the responsibilities assigned to all corporate functions and ensuring that they are understood and applied.
- Ensuring the availability of resources, information and knowledge necessary for the functioning and control of processes, through regular updates and training activities aimed at informing employees about the relevance and importance of their activities and how they contribute to the achievement of defined objectives.
- Motivating and involving all the members of the staff, in order to make them increasingly aware of the importance of their role, promoting shared values and correct models of behaviour to reduce the risks related to their activities.
- Defining and distributing clear documented information to ensure effective and efficient operation of processes and control of products, including occupational, health and safety and environmental aspects.
- Defining improvement goals, and periodically monitoring the results obtained and sharing them with the stakeholders.
- Identifying the causes of non-compliance and ensuring rapid and effective responses.
- Performing inspections to measure the implementation and effectiveness of the Quality Management System and its compliance with this Policy, ensuring the adoption of

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appropriate corrective actions to remove any causes of inadequacy of the Management System.

- Selecting and qualifying the suppliers of goods and services that have an impact on the final quality of processes and products, and involving them, as far as they are concerned, in the achievement of the company's objectives.
- Identifying technological innovation needs (customer request) to develop new products and processes according to market expectations.
- Developing the necessary potential to fill the gaps in the market and striving to establish ourselves as a reference point for our customers.

The persons in charge of the functions of Pietro Galliani S.p.A. must implement and diffuse the commitments and directives listed above and develop activities aimed at achieving the corporate goals and the continuous improvement of the effectiveness of the Quality Management System.

In addition, particular attention must be paid to the application of the regulations in force and internal and external observation of ministerial protocols for the management of any emergencies (for example the COVID 19 pandemic, ...)

This Policy must be made available to all internal and external stakeholders.

*Grizzana, 23 February 2023*

**Pietro Galliani S.p.A.**

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