

## QUALITY POLICY

G-Iron S.r.l believes that the future of the company is aimed at pursuing maximum Customer satisfaction.

The Company operates in a context of national and international competitiveness with diversified operational and commercial realities, so customer service has become an increasingly essential factor which, as far as we are concerned, in addition to the fundamental aspects related to compliance with product specifications, delivery times and modifications, also requires the possibility of supplying only the shielding material connected to the activity carried out (in particular for requests from abroad).

The Management is constantly committed to:

- identify the issues relating to the Context, external and internal in which the company operates and identify those relevant to the Quality Management System (QMS).
- identify the Interested Parties (IP) and identify the relevant ones.
- identify the needs and expectations of the IP and evaluate the relevant ones, which ultimately become QMS compliance obligations.

The result of this process consists of a mapping of the issues characterizing the context in which the organization operates, specific with respect to the different dimensions in which it is divided: corporate; market; macroeconomic and financial insurance; science and technology; regulatory and institutional; environmental-territorial and social.

The Management has decided that this approach can be managed by creating a Quality Management System compliant with the UNI EN ISO 9001: 2015 standard.

The Management has allocated the funds and made available the personnel and tools necessary for the implementation of the Quality Management System which will be constantly monitored and periodically assessed, measuring the achievement of the targets set for the controlled processes.

G-iron S.r.l must give maximum attention to the customer's requests and expectations, to the requirements of the applicable rules and regulations and to the continuous improvement of the Organization and the satisfaction of the customer and interested parties; must pursue quality in all phases of each process, where each employee is involved in achieving the targets.

To this end, the Management of G-iron S.r.l pursues the following targets:

- optimization of the cost-benefit combination to operate competitively on the market;
- customer satisfaction;
- increase in turnover and areas of presence, both nationally and internationally;
- the correct definition of the technical requirements of the services provided and products supplied according to the needs of the customer and the market;
- reduction of costs necessary for the correction of non-conformities;
- research for continuous improvement;
- the involvement of suppliers;
- staff motivation;
- attention to social aspects;

The Management undertakes to support and share this Policy within the Company. In particular, it undertakes to:

- introduce, maintain and constantly improve a Quality Management System documented according to UNI EN ISO 9001: 2015;
- define, share, verify and periodically update QMS improvement objectives, processes and services;
- post the Policy signed by the Management at meeting points and carry out periodic meetings and communicate it externally to the interested parties (Customers, Suppliers, Public Bodies);
- rationalize the organization;

I dati tecnici, progettuali ed economici contenuti nel presente documento e nei suoi allegati dovranno essere in ogni caso mantenuti segreti, trattandosi di informazioni di natura riservata resi noti a causa delle trattative precontrattuali



- identify adequate resources to be made available, including the assignment of qualified personnel for work management, execution and verification activities, including internal quality audits;
- train and qualify its staff;
- carry out the activities in accordance with the requirements of the contractual specifications and/or applicable regulations and/or internal operating procedures;
- guarantee an adequate working environment and functional and safe equipment
- conduct the processes in compliance with current environmental and safety laws.

The Management periodically checks that this policy is appropriate for the purposes and the business context, understood, implemented and shared at each level of the Company by establishing targets of continuous improvement and customer satisfaction.

Arezzo, 15/09/2019

Approved by C.E.O.

**G-iron S.r.l.**  
**Amministratore Unico**  
**Marco Alveli**

A handwritten signature in black ink, appearing to read 'Marco Alveli', written over the printed name.