

Nave, January 2023

The General Management identifies the following principles as criteria to lead the company towards improving its performance and provide a solid basis for sustainable development initiatives:

- **Customer care:** providing products and services that comply with requirements based on customer needs and expectations and any additional requirements, continuously monitoring the level of satisfaction;
- **Leadership:** providing employees with a clear direction to follow, setting goals that serve to fulfil the mission; carrying out a periodic analysis of risks and opportunities related to company management; constantly monitoring economic parameters for a precise knowledge of the competitive landscape;
- **Engagement of people:** developing the business through the involvement of the staff, making use of their knowledge and experience; constantly training and informing all employees with a focus on health, safety and workplace well-being;
- **Process approach:** managing business effectively and efficiently through a structured process-based system;
- **Continuous improvement:** constantly working and providing all the necessary resources to improve the management system by proactively identifying opportunities for improvement;
- **Evidence-based decision-making:** making informed business decisions using the analysis of data derived from appropriate measurable indicators in order to minimise the associated potential risk;
- **Stakeholder relationship management:** analysing and monitoring the expectations of relevant stakeholders; developing relationships with suppliers and working with them to improve supply performance.

To ensure that the defined activities are carried out, checked and documented, the company applies a Quality Management System compliant with the UNI EN ISO 9001:2015 standard, and it integrates a number of new production technologies with the WorkPlan Solutions system, to improve working conditions, create new business models, and increase the productivity and production quality of the plants (Industry 4.0).

Our strength lies not only in our flexibility, but also in the quality of the service we offer, both in terms of customisation of solutions and the high level of the supplied product, with the aim of achieving maximum customer satisfaction and customer loyalty.

The mission is to continuously improve our processes and promote a culture of quality throughout the organisation, with a focus on customer satisfaction, employee involvement and environmental responsibility.

General Management