

QUALITY POLICY

With the implementation of a documented Quality Management System, RAFFINERIA METALLI RIBOLDI S.r.l. makes a commitment through which it aims to ensure the quality of the services it offers in order to meet customer expectations and consolidate the image achieved in its sector.

The Quality System defines, in a systematic, planned and documented manner, the organizational and technical activities adopted by the organization. These methods are aimed at achieving the following purposes:

- operating by ensuring constant improvement in the level of product reliability and process efficiency in particular through:
 - o better organization and scheduling of work;
 - o efficient management of the process of procurement of materials and services;;
 - o the maintenance of a control system aimed at constantly monitoring all work activities and final product characteristics using statistical techniques where necessary;
- constantly monitoring management-related risks in compliance with the requirements of stakeholders;
- ensuring leadership at all levels of the organization and providing stakeholders with adequate resources in order to ensure continuous improvement;
- comply with the laws, rules and regulations in force in order to achieve Customer satisfaction;
- acquiring new Customers, adapting to the new levels of quality and efficiency found in the industry, in order to ensure continuous growth;
- increasing its professionalism, improving its image to the outside world by obtaining credibility in the market, also demonstrable through certification;
- engage in the improvement of environmental performance also through the reduction of energy consumption achievable by implementing the constant monitoring of processes and the improvement of plant efficiency;
- assure the Customer that the required service/product quality is achieved and will be maintained;
- coordinate all activities that influence the quality of performance.

To this end, management shall:

- ensure that the Quality Policy is upheld at all levels of the Company's organization;
- provide the Quality Manager with the authority and resources necessary for constant control/monitoring of the application of the Quality System implementation process and subsequent improvements;
- provide the resources necessary for the achievement of objectives, both in economic and organizational terms;
- encourage the continuous improvement of each employee's individual capabilities, with active participation in training activities and technical discussions among the employees themselves, so that the capabilities of employees become company assets.

Quality objectives are achieved only with the cooperation of all company resources, pursuing consistency between those of each area and the global ones.

Continuous improvement can be achieved through:

- the efficient and effective management of the organization, professionalism and culture;
- the reduction of nonconformities, and defects; and the reduction of costs.

Lumezzane (BS), there 10.12.2024,

The company management