

## QUALITY AND ENVIRONMENT POLICY

At Frigotech, we are committed to **manufacturing precision turned and milled metal parts and co-moulded metal parts to customer drawings and specifications**, with high quality standards, through technologically advanced production processes, and with full respect for the environment and people.

**Making our customers' products is our job, doing it well, competitively and in an environmentally sustainable way, is our mission.**

In line with the **needs and requirements of all interested parties**, we have always paid **absolute attention to the quality of our workmanship and sustainable development**, in order to guarantee the **full satisfaction of our customers, safety at work for our people, and the protection of the environment**, both through investment in technologically advanced production facilities and infrastructures that also contribute to reducing our environmental impact, and through the design and implementation of efficient and environmentally sustainable production processes, with high precision characteristics, and timely and effective operational controls and testing.

Through the definition and implementation of our **Integrated Management System for Quality and the Environment**, in compliance with the requirements of ISO 9001:2015 and ISO 14001:2015, we are constantly working to pursue **innovation, safety, environmental sustainability and continuous improvement**, operating according to the **following principles**:

- **Constant customer focus**: providing products and services that meet their requirements and expectations, and any additional requirements applicable to our products and processes;
- **Environmental protection and pollution prevention**: by systematically implementing and controlling our processes and infrastructures with a view to **full legislative compliance, minimisation of impacts and improvement of our environmental performance**, also promoting the use of **environmentally sustainable materials**, taking into consideration the entire **life cycle of the products manufactured**;
- **Leadership**: providing our employees with a clear direction to follow, setting and sharing **specific objectives for achieving our mission** and meeting the expectations of all interested parties;
- **Involvement of employees**: by defining and implementing processes of **communication, awareness and continuous training** of our staff with a view to continuous development of skills and sensitivity and attention to quality, safety and the environment;
- **Process approach**: by managing our activity through the **planning, implementation and constant control of structured and integrated processes** capable of ensuring the quality of our



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work and intercepting and preventing potential accidents and non-conformities in a timely manner, improving our performance over time;

- **Continuous improvement:** constantly working to improve the integrated management system by proactively **identifying and evaluating opportunities for improvement**;
- **Evidence-based decision-making:** making informed, strategic and operational decisions based on **analytical data and indicators** that provide timely information on the performance of our processes and the achievement of defined objectives;
- **Careful and constant management of relations with interested parties:** analysing and periodically reviewing the **context in which we operate and the expectations of all interested parties**, in order to develop market, social and internal relations capable of identifying potential criticalities and opportunities, activating mitigation and improvement actions, also involving our supply chain.

Consistent with these principles, we have defined the following **General Objectives** that we intend to pursue through **our Integrated Quality and Environment Management System**:

- **Constantly monitor the evolutions of our context, the expectations of external and internal interested parties**, in order to promptly manage risks and opportunities deriving from them.
- Increasing **commercial dynamism**, promoting our business and developing sales with a view to **creating mutually profitable and long-term relationships with our customers**, maximising their **satisfaction and loyalty**;
- Investing in **cutting-edge and increasingly sustainable production technologies**, expanding and renewing our capacity to produce increasingly complex products to meet the diversified needs of our customers;
- **Protecting the environment and minimising our environmental impacts** by improving our **performance** over time, taking into consideration the entire **product life cycle** through:
  - the constant monitoring of waste storage areas in order to optimise their management, also analysing the feasibility of structural interventions to prevent contamination of environmental compartments;
  - the evaluation of process interventions in order to reduce, where possible, the production of waste and its hazardousness;
  - the continuous and systematic monitoring of energy consumption with the aim of reducing it;
  - the prevention of all forms of pollution;
  - the continuous fulfilment of applicable compliance obligations;



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- **optimising our production and management processes** by controlling their effectiveness and efficiency, with a view to **creating and delivering on time** a product that is always qualitatively better, constantly safe and at competitive prices;
- developing the **technical and management skills** as well as the **awareness** and **involvement of our people** through the planning of adequate training and continuous information, within a **solid and responsible organisational structure**;
- **choosing and maintaining** over time **reliable suppliers and outsourcers**, who operate in line with our principles and management methods and who contribute to the achievement of our corporate objectives;
- ensuring compliance with the principles of **social responsibility**, namely:
  - excluding child labour and forced labour;
  - guaranteeing working hours that are not against the law;
  - pay decent wages for workers;
  - guaranteeing freedom of trade union association and the right of workers to be protected by collective bargaining;
  - guaranteeing health and safety in the workplace;
  - preventing any discrimination based on sex, race, political, sexual or religious orientation.

The **Policy of our Integrated Quality and Environmental Management System**, as a strategic element of our work, is **defined, implemented, disseminated both inside and outside the company** and **periodically reviewed by the Management**.

Lumezzane (BS) 15/04/2024

**General Management**  
**Frigotech s.r.l.**

