

SGOLASTRA is committed to pursuing a policy for the continuous improvement of its company performance levels according to the **Quality Policy**, taking into account the requirements and expectations of its Customers, and it aims to do business in compliance with the service levels required, while focusing on the optimisation and efficiency of its in-house processes.

Management believes that it is possible to complete the company's **Business Mission** after identifying and achieving measurable improvement goals consistent with the organisation, such as:

- increasing quality and improving process efficiency;
- controlling company processes, in order to identify solutions to help reduce or contain operating costs while at the same time increasing customer satisfaction;
- using a **risk-based thinking** approach;
- consolidating relationships with customers, both existing and potential, thanks to timely and relevant answers to specific needs;
- periodically verifying compliance with the company's quality standard.

The strategy identified to achieve the above objectives is based on the implementation and effectiveness of the Quality Management System, adopting an approach based on the identification, analysis and handling of risks - in reference to ISO 9001:2015 standards - and on rules and practices established and agreed upon across the entire organisation, formalised in dedicated documents and procedures that should guide staff members in carrying out their daily activities.

In particular, all staff members are called upon to:

- lead their colleagues by example and by involving them, in compliance with the rules set within the System;
- operationally observe the plan for the handling of risks and opportunities, respecting the expected time frame;
- achieve the Quality objectives set for each area of competence;
- combat and eradicate inefficiencies, proposing actions for the improvement of processes; the

choice of certifying one's work system is dictated not only by the market, but above all by the conviction that, by pursuing quality, it is possible to achieve lasting success over time.

Management, with the support of the Quality staff, is responsible for maintaining and improving the Management System implemented, including the periodic review of the Policy herein.