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|  | QUALITY POLICY | DQ_AL3.00 Date: 08.10.2024 |
| | QUALITY SYSTEM UNI EN ISO 9001:2015 | |

La Torniveneta, a company specialized in production and lacquering of doors and furniture elements, has implemented a Quality Management System compliant with the requirements of the UNI EN ISO 9001 standard.

The development and maintenance of an effective and efficient Quality Management System is the optimal tool to guarantee full customer satisfaction and to achieve the company's objectives. Our organization is based on one certainty: *if we are here, we owe it to our customers! Customers are the reason for our work!*

Recognizing the direct correlation between product quality and our market standing and financial performance, the Management has established the following company policy objectives:

- to provide products and services that fully satisfy customer expectations upon quality and performance, in compliance with the quality standards offered;
- act in compliance with mandatory sector regulations;
- guarantee appropriate planning of processes and their supervised management;
- to maintain good relationships with suppliers, seeking constant collaboration with them;
- to guarantee the ongoing professional development of our employees, thereby ensuring their ability to consistently meet and exceed customer expectations
- to provide adequate resources to the employees, for technological advancements in business processes and for the organizational structure;
- to guarantee optimal working environment, compliant with legislative provisions relating safety and health;
- to identify and address potential risks and opportunities to achieve organizational goals;
- to monitor customer satisfaction, needs, and expectations to ensure product and service quality;
- to prioritize preventing problems over reactive solutions to guarantee customer satisfaction;
- to reduce waste and inefficiencies in processes;
- to monitor and improve its processes for effectiveness and efficiency;
- to involve all staff in order to maintain and continuously improve the Company Quality System.

We will give concrete value to the principles mentioned above, defining clear and measurable objectives through periodic reviews.

To ensure the effectiveness of this policy, maximum commitment, full participation, and active collaboration of all staff are required To ensure the effectiveness of this policy, the maximum commitment, full participation, and active collaboration of all staff are required with a view to continuous improvement.

Portobuffolè, 08 October 2024

The MANAGEMENT

