

COMPANY MISSION

Anticipating the market and responding to customers' evolving needs through a diversified commercial offering and state-of-the-art services: this is how we aim to ensure quality, on-time delivery, specialised advice and support, and technology for product customisation.

VITERIA EUGANEA S.p.A. considers the development of a corporate management system integrating QUALITY MANAGEMENT and ENVIRONMENTAL MANAGEMENT, in accordance with the requirements of UNI EN ISO 9001 and UNI EN ISO 14001, to be essential, and sets strategic objectives accordingly.

The STRATEGIC OBJECTIVES of VITERIA EUGANEA's corporate management system are:

- Maximum satisfaction of Customers, Owners, Employees and Suppliers.
- Maximum on-time delivery performance.
- Protection of the health and safety of Employees.
- Protection of the environment by reducing resource consumption, preventing potential sources of pollution and reducing waste generation, while promoting recovery wherever possible.
- Compliance with mandatory product requirements in light of constantly evolving national and European legislation, including environmental legislation.
- Expansion of the geographical sales area and product range.
- Improvement of customer service.
- Improvement of the effectiveness of the Quality and Environmental Management System.
- Use of Risk Management techniques to assess risks and opportunities relating to business objectives considered important.

To achieve these objectives, VITERIA EUGANEA S.p.A. undertakes to:

- comply with all occupational health and safety legislation to prevent injuries and/or illnesses by updating the risk assessment document (DVR), training personnel, and properly maintaining production equipment and safety devices.
- supply products that comply with applicable quality requirements established by the Customer and by national and/or European legislation.
- maintain an ongoing dialogue with Customers, providing continuous assistance in addressing questions and resolving issues, with the aim of ensuring their full satisfaction, and supplying them with information to promote environmental protection.
- identify the causes of non-conformities and ensure prompt and effective responses.
- define the duties of its Employees and establish the procedures to be followed at every stage of the process.
- make the best possible use of human resources by supporting employees' professional development through training and involvement.
- involve all personnel through ongoing information activities, fostering informed participation and continuous updates, including on environmental matters.

- plan business activities to ensure coordination among the various departments and fulfilment of orders within the specified time and cost limits, also using information technology and complying with safety regulations,
- use equipment capable of achieving established production targets and maintaining and improving the specified product quality standards,
- develop and manage facilities, equipment and systems, both hardware and software, to ensure continuous technological improvement,
- select Suppliers on the basis of their technical and economic ability to provide goods and services that meet the requirements of the quality, environmental and safety management systems and the principles of the Code of Ethics,
- work with Suppliers to achieve mutual development aimed at ensuring Customer satisfaction,
- implement and maintain effective:
the QUALITY MANAGEMENT SYSTEM compliant with ISO 9001:2015, and
the ENVIRONMENTAL MANAGEMENT SYSTEM compliant with ISO 14001:2015,
- identify and assess risks and opportunities, making appropriate improvements to the Quality Management System in order to reduce business risks and seize opportunities,
- systematically assess its environmental impacts and define improvement objectives consistent with the significant impacts identified,
- assess the impacts of climate change on business activities and address the needs and expectations of interested parties in this regard,
- present a corporate image externally that enables the products sold by the Organisation to be offered in an original and transparent manner,
- ensure the protection of confidential company, customer and supplier data,
- review its CORPORATE MANAGEMENT SYSTEM in order to assess its effectiveness and efficiency through risk analysis and specific quality indicators, and amend its structure where necessary,
- define short-term quality objectives, set out in a QUALITY IMPROVEMENT PROGRAMME, and medium-term objectives (see the Corporate Strategic Plan), whose achievement requires the contribution of EVERYONE.

The QUALITY AND ENVIRONMENTAL POLICY is reviewed and, where necessary, updated during the MANAGEMENT REVIEW or whenever required.

**PRODUCT QUALITY AND CONFORMITY WITH CUSTOMER REQUIREMENTS ARE ACHIEVED
THROUGH THE CONTRIBUTION OF EVERY MEMBER OF THE COMPANY,
EACH OF WHOM IS PERSONALLY ACCOUNTABLE TO MANAGEMENT FOR THEIR WORK.**

Saonara, 18 June 2025

THE PRESIDENT
MASSIMO GUZZO