

QUALITY POLICY

The Management, having taken note of the continuous technological evolution, of the increasingly punctual needs of the market, customers, organization and interested parties, of the growth of sensitivity of people and the community regarding the issues of quality, safety and the environment, and on the basis of the risks previously and periodically evaluated, considers it essential to improve its organization and in order to operate according to quality principles, and in order to meet the needs of customers by placing them at the center of its activity, identifies the following primary objectives:

- ✓ Be an excellence, operating with experience, style and technology, in the field of design, production and supply of custom-made wiper systems and glass washer systems;
- ✓ Provide products and services that meet the expectations of our customers in terms of quality, safety and compliance with mandatory standards;
- ✓ Continuously improve our performance, processes, procedures and products;
- ✓ Improve the image and reputation on the market and, therefore: the increase in the number of customers, the increase in turnover, the territorial expansion of the company and the entry into new market areas;
- ✓ Satisfy the interested parties (customers, employees, suppliers) and, therefore, the achievement of budget objectives, the increase in the level of employment, improvements in social responsibility, the constant reduction in the number of complaints and high level of customer satisfaction, supply agreements with suppliers.

These objectives can be pursued through:

- ✓ The definition of the context in which SPEICH operates and the identification of all the factors, internal and external, relevant for its purposes, associated with the identified interested parties;
- ✓ The involvement of all staff, essential for the greatest possible contribution to Quality and to the process of improving it, achievable through training and training plans for the personnel involved in order to always maintain an adequate level of awareness, knowledge and competence;
- ✓ The continuous improvement of SPEICH's performance towards the Customer can be achieved through the development and implementation of programs:
 - aimed at managing both risks, through planning aimed at preventing and reducing undesirable effects, and identifying opportunities;
 - organized, planned and targeted to quantifiable results to consolidate each improvement solution;
 - guided by the commitment of the Management at all levels to prioritize the improvement and satisfaction of the Customer;
 - based on the participation, awareness, involvement and empowerment of all staff through moments of meeting and sharing of company strategies.
- ✓ Compliance with the ISO 9001 standard, other rules / regulations that may be signed by the organization and the mandatory regulations, adapting to any evolution of the regulations;
- ✓ The care of communication, internal and external, as a strategic value, image and as a wide return of information useful for improving company performance;
- ✓ An appropriate supply chain management policy that must provide for the identification of the optimal number of qualified suppliers and the maintenance of close relationships with those selected, considered as partners with regard to the adoption of ethical behavior, responsibility in the management of organizational systems signed by SPEICH and business continuity.
- ✓ The adoption of the following Management Systems, the implementation of which, integrating with the Quality Management System, allows to continuously improve the performance of the entire Organization:
 - Health and Safety at Work, able to make the work environment safer for all employees through an effective control of job risks and the consolidation of the concept of prevention;
 - Environmental, allows to achieve a good level of sustainable behavior through the control of environmental aspects related to its activities, products and services;
 - Information Security, capable of protecting, from all threats, the information assets of the company and the parties involved in accordance with the procedures for business continuity.
 - Social Responsibility, allows to increase the trust of the interested parties by demonstrating respect for ethical and social principles.

The Management ensures that these objectives are achieved through participation, at all levels, in targeted quality improvement programs. This policy is available to all interested parties, posted on the bulletin board for the entire course of validity and present on the company website.

Genoa, 1st April 2022

THE MANAGEMENT

