

4G GHIDINI S.R.L. subscribes to the commitment to implement the following **Quality Policy**.

The primary aim of our company is to obtain **Customers complete satisfaction**, supplying products and services compliant with the agreed requirements and suitable to satisfy the needs (explicit and implicit) expressed by them.

To achieve this goal, **4G GHIDINI S.R.L.** propose itself to adopt a management and organizational conduct that allows to promote, develop and support activities in accordance with the following guidelines:

- *Research of maximum effectiveness and production efficiency, of constant and punctual lead-times, of defects and waste reduction.*
- *Maximum attention to the prevention of defects and non-conformities.*
- *Creation and maintenance of a Quality-oriented culture among all internal staff, through the dissemination and sharing of this Policy, the promotion of a mentality aimed at continuous improvement and the support of a constant training process.*
- *Collect suggestions for improvement and manage them.*
- *Refine performance detection and measurement systems, trying to confirm or improve performance by respecting the targets established periodically in the list of company indicators, and in general:*
 - *start and maintain an improvement program based on lean-production principles for each production line;*
 - *improve business management information system in order to make the flow of information between the various operational levels quicker and more efficient;*
 - *achieve and maintain a level of punctuality in order fulfilment greater than 90%;*
 - *keep the value of customer debits and credits below the threshold of 1% of the total revenue;*
 - *replace older plants/machineries with new generation ones.*
- *Ensure constant compliance with applicable Regulations and Laws.*
- *Define evaluation criteria and acceptance of risks.*
- *Respect workers' rights and prohibit any type of discrimination against workers.*
- *Ensure freedom of association.*
- *Do not implement or encourage the use of coercive practices, physical and psychological violence.*
- *Guarantee the protection of the health and psychophysical integrity of the people who work within the company.*
- *Reduce health and safety risks associated with company activities, continuously updating the safety requirements and spreading complete knowledge of the correct practices to be adopted.*
- *Reduce and contain costs related to occupational diseases and accidents at work.*
- *Reduce the visual impact of the plants and environmental critical issues.*
- *Rationalize natural resources consumption (energy, water, raw materials), through more efficient use and continuous monitoring to encourage the reduction of emissions into the atmosphere.*
- *Guarantee the management of security in the processing of information, by respecting the requirements of confidentiality, integrity and availability of the information itself.*
- *Educate and train staff to identify and reduce information security risks associated with company activities, promoting at every level a widespread sense of responsibility in the use of company Customers and Suppliers data.*
- *Pay particular attention to relationships with Partners and Suppliers, making them aware of aspects relating to information security and Corporate Social Responsibility.*

Objectives, responsibilities and time limits established for compliance with the objectives themselves are reported in the **Improvement Plans** and in the **Plan of the company indicators** periodically established by the Company.

With the aim of implementing this conduct in the best possible way, **4G GHIDINI S.R.L.** has decided on the implementation and maintenance of a Quality System documented and compliant with the requirements of the UNI EN ISO 9001:2015 standard.

Top Management entrusts:

- **Mr. Valerio GHIDINI** the role of **Management Representative**, in the meaning of the reference standard, with broad operational delegation (Declaration of authority and responsibility of 24 January 2024) on the authority and responsibility to ensure that the Quality System is established, applied and kept active.

- **Mr. Agostino MARCIALIS** the role of **Quality Manager** to whom specific authorities and responsibilities are delegated to develop, implement and support the directives and requirements contained in the Quality Manual and in the Management Procedures and Operating Instructions at all the levels of the organization, as well as the task of reporting the progress of the Quality System to the Top Management in order to allow its review and improvement.

The Top Management considers the active participation of company staff to be of fundamental importance and for this purpose intends to give maximum diffusion to this Quality Policy; at the same time, the Top Management expects all company functions to rigorously carry out what is described in the Quality System documentation.

Top Management
Rinaldo GHIDINI