

OUR COMPANY POLICY

1 - INTRODUCTION

Management is convinced it is necessary to deal with quality and safety problems with a comprehensive and efficient perspective which is aimed at guaranteeing their operational effectiveness. For this reason, this document defines the current company policy regarding the aspects of the integrated management system of Technoform Bautech Italia SpA (quality, safety and environment).

The document is drawn up by the management and aims at drawing up the general guidelines to carry out business activities in relation to:

"Design, development and production of plastic profiles for the insulation of doors, windows and curtain walls".

The document:

- accepts and applies the requirements and principles of the reference standards that are enforceable through what is defined in the Standard for the Quality Management System ISO 9001:2015 and for Safety ISO 45001:2018 and environment ISO 14001:2015.
- accepts and applies, in compliance with ethical standards, Technoform principles, and applicable laws and regulations, a whistleblowing system to guarantee a defined confidential channel of information regarding potential non-conformities that preserves the required confidentiality.
- is widely spread and available for all interested parties to ensure the adherence and awareness of the contents proposed;
- is periodically revised based on the management results, regulatory requirements, customers' and other parties' interest.

2 - SIGNIFICANT ELEMENTS AND COMPANY POLICY DECISIONS

Every business activity must satisfy the Technoform philosophy and general principles illustrated here below:

1. Marketing

"Our customers are our employers"

This tendency binds us all to think and act in entrepreneurial terms, perfectly aware that our existence and future depend on our customers' satisfaction.

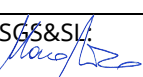
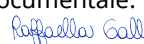

" In the eyes of our customers, we want to be better than any possible competitor "

Offering a customer-oriented service means bringing all our company activities together with those of our collaborators in order to realize the set of characteristics of quality, quantity-time - price.

Our customers will be satisfied only if we are able to offer them the requested services with the desired quality, in the required quantity, at the right time and at a competitive market price.

The principle inspiring our way of thinking and acting is to set off a constant dialogue with the customer that aims at satisfying its needs and protecting its interests.

It is necessary to think globally and act locally (focusing on the needs of specific markets).

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2. Personnel Development

Qualification, or rather the training of employees to think and act in an entrepreneurial way through the delegation of responsibilities and competencies, the so called "training on the job", which involves working in team, taking part into projects, participating, and committing oneself, feeling more responsible to think and act in business terms, are a key element for the success of our company.

We all have to commit ourselves to achieve continuous and systematic improvement of Technoform's integrated system, by supporting prevention rather than correction.

3. Management

The management's goal is to ensure the existence of Technoform by increasing its value.

The delegation of responsibility and the assistance and encouragement of personal initiatives are the basis for leading by example and with expertise and not by virtue of a title.

The development of a prevention-oriented policy to maintain and improve safe working conditions is an essential part of social responsibility.

4. Organization

The organizational structures must focus exclusively on the realization of the set of characteristics of quality - quantity/ time - price, as well as promoting and guaranteeing the ability to self-learning.

Teams must be able to freely access and make use of all the resources necessary to provide their services to the market within the scope of their strategic objectives.

The project organization allows to address all issues that cannot be included in the ordinary activity.

5. Health, safety and environment

Technoform Bautech understands the legitimate civil and social needs of the community and of its employees. Moreover, all activities inside Technoform are carried out by taking into account the safeguard of natural resources and eco-compatibility. Thus, Technoform guarantees the sustainability of the production, preserving the continuity of the business in the middle, long and very-long term by creating employment with the utmost respect for the environment.

To give substance to these intentions Technoform commits itself to apply and continuously improve a system for occupational health and safety, and the environmental protection, that enables to meet the objectives and strategic guidelines listed here below:

- respect and apply the requirements of Legislative Decree No. 81/08 and subsequent amendments and integrations, and of Legislative Decree No. 152/06 and therefore of all norms related to these topics;
- management must maintain a proactive role in the promotion of continuous improvement in matters affected by the management system;
- pursue any need or expectation with an open-minded and constructive approach towards the Public Authorities, customers, employees and other interested parties;
- ensure a continuous and constant participation, involvement and awareness to all personnell also through training sessions;
- pursue the goal of a constant reduction of accidents through a systematic recording of all dangerous events that occur inside the company;
- develop and establish safety plans containing measures and procedures necessary to prevent accidental or emergency situations to contain their effects, through training exercises;

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- set and subsequently, achieve innovation and improvement's goals;
- set goals of progressive reduction of the environmental impacts coming from emissions, dumping waste, and the consumption of energy;
- ensure a complete and reliable system for the detection and control of the performance of the management systems;
- conduct checks, inspections and audits aimed at identifying and preventing any situations of non-conformity.

6. Quality

Quality is not verified, but produced systematically, as well as planned, implemented and documented by each person and it is their own responsibility. (→ self-control).

The quality evaluation standard is the reliable provision of ZERO-DEFECT services.

The recognition of a defect or non-conformity involves the immediate and systematic elimination of the causes. If in doubt, ongoing processes must be stopped.

7. Information and communication

Open, direct, personal, and competent communication with customers, cooperators (responsibility for giving and seeking information), suppliers and the business world must be carried out by Technoform by using technologically adequate means of communication and information.

8. Procurement

Partners/suppliers/contractors must be selected on the basis of cultural, structural, and strategic principles and in compliance with the safety values of this policy, always taking into account the opportunity of taking advantage of the synergies with other teams and sister companies.

Moreover, the organization engages in minimizing and, where possible, eliminating the risks associated with interferences in procurement activities by favoring a preventive inspection at the beginning of each activity. It is essential to optimize the quality/price ratio we request for the whole set of characteristics (quality - quantity/time - price).

9. Realization of Service / Production

A stable commitment to increase competitiveness through the achievement of pre-established objectives in a continuous and standardized way, considering all components of the process from the customer to the supplier, is fundamental. The reduction of processes' complexity through standardization, division into partial processes, reproducibility and orientation towards specific markets are the basis of our organization.

10. Innovation

Innovations are the result of the implementation of ideas which arise from a systematic observation of the markets from a technological point of view, and of purchases and sales or things which foster improvement from the perspective of safety at work.

Innovations refer to products, processes, systems/machinery, equipment, or substances and entail greater benefits for customers and/or the company and/or collaborators.

Innovations that are not supported by an adequate marketing strategy are not allowed.

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11. Finance

Company interests are placed before the private interests of shareholders, and liquidity has the priority over profitability. The operating activities are financed by cash-flow.

It is crucial to work in synergy with various credit institutions that take into account the structural, cultural and strategic perspectives.

12. Risk-Management

Technoform systematically evaluates opportunities and risks, and consequently proceeds to set the measures necessary to protect the customers, the company, and collaborators' interests.

13. Environmental responsibility

All activities within Technoform are conducted taking into account the protection of natural resources and their compatibility with the ecosystem.

With this approach, Technoform carries out its activities in full respect of the environment.

14. Order and tidiness

Order and tidiness are the expression of the value of other people's work and constitute a key element for well-being, health and safety at work.

Everyone is expected to act in accordance with this principle.

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