

## QUALITY POLICY

In today's global market, constantly improving quality standards, ensuring customer satisfaction and investing in internal growth are necessary practices to guarantee the company's competitiveness: EPF firmly believes in the possibilities for growth that are associated with applying a well-established quality management system. The company hereby establishes the core principles upon which its way of doing business is based:

- improving the corporate image and reputation on the market by increasing the number of customers, improving turnover as well as investing in territorial expansion and new market areas.
- considering the needs and satisfaction of all parties and analysing various risks and opportunities, and focusing on:

### Elements for Customer satisfaction

- Respect formal and informal contractual engagements;
- Understand expectations in terms of the quality of products and associated services;
- Translate customer expectations and demands in innovative projects;
- Produce products and provide services that meet customer needs and expectations;
- Consistently reduce the number of complaints.

### Elements for Top Management satisfaction

- Achieve budget goals.

### Elements for Employees satisfaction

- Encourage clarity in labour relations;
- Carry out wage improvements;
- Reduce disputes between employees and property.

### Elements for Suppliers satisfaction

- Be considered reliable business partners in the correct and appropriate use of the components;
- Train and update all internal resources;
- Respect the environment;
- Preserve the health and safety of all;
- Manage the organization according to the principles of the UNI EN ISO 9001:2015.

The Management Team commits to reviewing the adequacy of the quality management system and providing guidance on improvements to the structure of the system. In addition, it will pursue company development by evaluating the achievement of annual objectives and analysing any variations.

Carrù, 01/01/2020

Top Management

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