



POLICY FOR QUALITY, ENVIRONMENT, SUPPLIERS AND SOCIAL RESPONSIBILITY

The Board of Directors (BoD) of Eliche Radice SpA recognises in the Quality and Business Environment Policy a strategic and pressing need to adapt the COMPANY MANAGEMENT SYSTEM (SGA) when the policy no longer serves changing needs, to assure customers of high quality, reliable products in the expectation of a globally efficient level of operation.

In order to achieve this goal a service called the COMPANY MANAGEMENT SYSTEM has been set up, described in a COMPANY MANAGEMENT MANUAL (MGA).

The Head of Quality Management (AQ) reports to the Quality Department (QUA), which invests it with full authority and independence to take whatever measures are needed to implement and maintain the Company Management System over time.

The QUA also ensures that every company department involved applies the system correctly and reports to the BoD on the performance of the adopted SGA.

Company commitment at all levels is therefore required to pursue the policy defined by senior management, to ensure its effective dissemination and to achieve the following goals:

QUALITY

- Achievement of company efficiency that will ensure the manufacture of a good product at an affordable price, at an adequate level of safety;
- Customer satisfaction by providing a product as required, together with an after-sales service, at a competitive price;
- Eliche Radice Board of Directors and employee satisfaction in executing an efficient process and in achieving target profits so as to allow the constant updating of the production process, machinery and the control equipment used, in an environment compliant with current regulations;
- Production process and products adapted to meet the requirements of national and Community legislation while also maintaining a level of safety that ensures the health of employees, customers and the company in which Eliche Radice operates.

ENVIRONMENT

- Adequacy of both the environment outside and inside the plant with regard to working conditions, health and safety;
- Constant adaptation to legal requirements and the updating of the latter;
- Definition of a medium-term environmental programme constantly updated and kept abreast with technological developments, operating methods and experience accrued, with the aim of improving every aspect of the environment;
- Each activity developed through methods designed to protect the environment and save energy and natural resources by means of prevention and constant improvement;
- Systematic evaluation of environmental aspects when decisions are reached on any changes to the process and/or product;
- Maintenance and promotion of correct and open relationships with local communities, environmental authorities and the neighbourhood;
- The company is always open to the above authorities and to the public, and provides all necessary information on company activities and their impact on the environment;
- Provide proper working conditions for all employees, who shall be properly informed and capable of implementing environmental policy in the course of their daily activities;
- Regular verification of the extent of application of the principles described in this document, and the updating of the document itself;
- Constant communication with external counterparties (customers, suppliers, and third entities) on the development and adaptation of the SGA.

SUPPLIERS

Our challenge is to find potential suppliers who can provide products and services that can support our commitment towards quality, customer satisfaction and environmental sustainability. The criteria and methods of interaction with suppliers are intended to guarantee adequate levels of quality and reliability of purchased components and to ensure the proper management of environmental issues where suppliers are involved.

Eliche Radice Spa policy towards suppliers aims to:

- Establish relationships with suppliers offering the best capacity in terms of innovation, timeliness, cost, service and quality ("zero defects" goal) to ensure maximum customer satisfaction;
- Concentrate purchases on a limited number of outstanding suppliers;
- Search for the lowest total cost of supplies, taking into account not only the price but also the cost of quality, innovation, service, in relation to the performance required for the product purchased;
- Get suppliers involved in the Company Management System to reduce the environmental impact of all work activities carried on at its industrial sites;
- Engage primarily with suppliers in possession of the ISO 9001 quality management certification issued by an accredited certification body;
- When evaluating suppliers, prioritise those who possess the ISO 14001 environmental management certification;
- Establish relationships between Eliche Radice and Suppliers on the basis of integrity and rigour on both sides.



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SOCIAL RESPONSIBILITY

- Make employees aware of the environmental policy as regards social responsibility and working conditions;
- Comply with all requirements of the regulation herein;
- Comply with national laws, international documents and other applicable laws;
- Identify and prepare suitable procedures for continuous improvement;
- Disclose the duly updated policy to outside counterparties (customers, suppliers, and third entities).

Consequently, in respect of the new strategies implemented by the new SGA, company policy is adapted constantly, redefined and overseen through the development of objectives and related targets monitored in the Process Monitoring Tables.

N.B. To minimise bureaucracy, this form does not constitute a new revision of the manual; it is considered merely a new issue.

The Board of Directors October 2019

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