

**QUALITY AND ENVIRONMENTAL POLICY**

Vetrierie Riunite S.p.A., an Italian company and a leader in the production of high-technology, high-quality, and design-focused technical glass, manufactures products for the household appliance and domestic sectors at its facility located at Via Calcinese 60, in Colognola ai Colli. To enhance efficiency in its operations, the company has developed, implemented, and certified an Integrated Management System for Quality and Environment in compliance with the UNI EN ISO 9001:2015 and UNI EN ISO 14001:2015 standards.

The company's focus on customers, environmental protection, and the environmental impacts of its activities, along with its commitment to maintaining and improving the management system, is formalized in a document issued by Management, known as the **Quality and Environmental Policy**. This document serves as a guiding framework for decision-making in the areas of Quality and Environmental management.

This policy is aligned with the organization's objectives and reflects its commitment to fulfilling compliance obligations and continuously improving the Integrated Quality and Environmental Management System (QEMS) to enhance performance, with a particular focus on environmental performance.

The Quality and Environmental Policy represents the company's statement of intent towards shareholders, employees, customers, suppliers, the environment, and the broader community.

The objectives that Vetrierie Riunite S.p.A. aims to achieve are as follows:

- **CONTINUOUS IMPROVEMENT OF THE QEMS TO ENHANCE QUALITY AND ENVIRONMENTAL PERFORMANCE**
  - *Develop and maintain a Quality Management System as a tool to achieve objectives, fulfil commitments, promote continuous improvement of business processes, and ensure compliance with mandatory requirements and conformity obligations for related products and services.*
  - *Monitor activities to protect the environment, ensuring full compliance with Italian and European laws, regulations, and any voluntary agreements the company has committed to uphold.*
  - *Ensure the systematic evaluation of the company's environmental performance through the implementation of a risk assessment system and the use of a monitoring system, which will guide continuous improvement actions.*
  - *Aim to minimize the negative environmental impacts resulting from business activities.*
  - *Ensure the company's commitment to environmental protection, including pollution prevention and the fight against climate change by reducing greenhouse gas emissions.*
  
- **FOCUS ON CUSTOMER SATISFACTION**
  - *Ensure customer satisfaction by offering products that provide the best quality/price ratio.*
  - *Clearly define the customer's technical, logistical, and timing requirements to ensure compliance with the commitments made in the contract.*

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- **MAINTAIN A HIGH LEVEL OF CUSTOMER SERVICE, ENSURING PRODUCT SAFETY AND COMPLIANCE WITH STANDARDS**
  - Provide the customer with expert and prompt assistance, developing a partnership-based relationship.
  - Implement systems to monitor service levels, using measurable indicators.
  - Guarantee product safety to the customer through uninterrupted production and supply, ensuring high standards are consistently met.
  
- **PROMOTE MOTIVATION, ENGAGEMENT, AND THE DEVELOPMENT OF OUR EMPLOYEES' SKILLS**
  - Optimize teamwork and maintain a work environment focused on safety, prevention, and ergonomics.
  - Maximize employee involvement by ensuring the timely and accurate flow of information necessary for each operator to perform their tasks effectively.
  - Train and engage all employees in the Environmental Management System and its application throughout the organization, ensuring they can identify and mitigate environmental impacts and risks arising from operations, while fostering a strong sense of responsibility at every level.
  
- **OPTIMIZE BOTH MANAGEMENT AND PRODUCTION PROCESSES**
  - Strive to optimize business processes to achieve the highest levels of effectiveness and efficiency.
  - Increase the efficiency of the production process, reduce non-conformities, and ensure compliance with established guidelines.
  - Establish an appropriate organizational structure that defines the responsibilities of staff whose activities may impact the environment.
  - Perform regular monitoring of processes and improve performance indicators.
  - Create working groups to analyse and implement continuous improvement strategies.
  - Enhance synergies with suppliers to establish a proactive relationship.
  - Produce high-quality products by using the best raw materials and state-of-the-art technologies, supported by ongoing research to ensure maximum customer satisfaction.
  - Implement necessary changes or new activities by assessing their potential impact on various environmental factors, the site's local context, and associated risks, in order to control and minimize any negative effects.
  - Optimize the use of natural resources through the rational and efficient use of energy, raw materials, and the best available technologies at economically acceptable costs.
  
- **COMMUNICATION**
  - Communicate with all relevant stakeholders to improve the site's environmental management.
  - Communicate with the competent public authorities to establish and update emergency procedures.
  - Ensure the full commitment and support of company management in the environmental management system.
  - Integrate business activities as much as possible into the local and environmental context in which the company operates, by acknowledging the needs of all stakeholders, which will be evaluated and potentially incorporated into the company's environmental management system.

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*Company's Management is committed to providing the necessary tools to ensure that the Quality and Environmental Policy is communicated, understood, and regularly reviewed to ensure its continued relevance.*

*Annually, during the management review, this Policy and the implemented Management System are assessed, and objectives are set to achieve the points highlighted above. The document outlines the resources, responsibilities, and actions required to meet these objectives.*

*Colognola ai Colli, 07/03/2024*

*The Legal Representative  
(Ing. Davide Vassena)*

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