

ILVET, in pursuing its objectives of effectiveness, efficiency, and solidarity, manages Quality in an integrated manner throughout its operations. In this context, all personnel, in performing their assigned duties, shall consider customer satisfaction, as well as the effectiveness and efficiency of operational and social processes, as essential factors for the success of the company's mission.

Accordingly, the following primary strategic objectives are established to:

- ensure continuous compliance with applicable regulations, particularly those related to quality;
- establish a measurement system aimed at supporting the continuous improvement process;
- enhance the involvement of all personnel in the management of activities;
- improve professionalism at all levels of the organization.

The organization plans its processes using a risk-based thinking (RBT) approach in order to implement the most appropriate actions to:

- ✓ Assess and address risks associated with its processes;
- ✓ Identify, leverage, and strengthen opportunities.

ILVET promotes, at all levels, a proactive approach to risk management.

The organization recognizes that the involvement of personnel and all stakeholders, combined with the active participation of all collaborators, represents a primary strategic factor.

ILVET identifies its various activities as processes to be planned, controlled, and continuously improved, and allocates the necessary resources to ensure their effective implementation.

ILVET manages its processes to clearly define:

- ✓ The objectives to be achieved and the expected results;
- ✓ The associated responsibilities and the resources utilized.

The company promotes the development of internal competencies and the careful selection of external partners in order to ensure competent and motivated human resources.

To achieve these objectives, **ILVET** shall:

- Implement and maintain an effective Quality Management System in accordance with the requirements of UNI EN ISO 9001:2015, capable of providing information and data necessary to ensure control of company performance;
- Systematically monitor activities performed and results achieved in order to verify their effectiveness and identify any shortcomings;
- Implement structured improvement programs, defining and periodically reviewing operational objectives.

The company promotes responsible management focused on quality and sustainability, continuously improving the efficiency of its activities and equipment and evaluating concrete actions to address climate change.

ILVET Management is responsible for promoting and implementing this Policy and shall demonstrate leadership and commitment in this regard, including providing appropriate awareness and training initiatives. All personnel are required to contribute to the implementation of this Policy, recognizing its importance for achieving the company's mission. The implementation of this Policy and the attainment of the established objectives shall be systematically and carefully reviewed by Management.

Triuggio, 15/09/2025

Management.