



Company Quality Policy

At CARBONVENETA, Management is aware that the company's success and existence in business is exclusively reliant on our ability to meet Customers' expectations. Hence, we have put in place a Quality Management System according to standard ISO 9001:2015, which is the most appropriate tool to maintain and improve our entire organisation over time.

In planning and maintaining our Quality Management System, Management is going to systematically assess all intrinsic risks in the operations and processes in order to achieve the expected results. For these purposes, Management takes into account the context within which the company operates, both in terms of external factors (e.g. changing market, legislative variability, technological evolution, competitors growth) and internal factors (e.g. availability of resources for investments, technological assets, people's skills and expertise, organisational structure). Management has also determined to continuously monitor the effectiveness of the actions implemented to address risks, improving them based on the experience accrued.

Management is also prone to seeking and taking the best opportunities arising both on the internal and external scenarios which help foster business development, technological growth, and the implementation of new operating practices. Management is thus committed to manufacturing consolidated products that meet the Customers' and binding requirements, as well as being ready to start new experimentations in order to continue expanding our supply and to resolve any problems reported by Customers, where possible.

Since requirements and expectations evolve over time based on technical progress and pressure exerted by competitors, Management is also committed to continually improving our products and manufacturing processes.

As the satisfaction of staff involved in the various processes is deemed to help achieve the Customer's satisfaction, Management is going to implement initiatives for HR training and refreshing, as well as to create situations in which professional growth expectations are met, safety and health guaranteed, and a comfortable workplace provided, as far as possible.

Management is fully committed to ensuring a suitable working environment that guarantees not only the safety and health of workers, but also a constant improvement of their own performance, by integrating the principles related to the health and safety of workers into its quality management system. Management is also responsible for the work environment, the prevention of injuries and illnesses, and is committed to providing proper resources and training for staff, thus granting not only knowledge and awareness, but also an appropriate level of engagement in the health and safety management system.

Suppliers' satisfaction can also contribute to the achievement of corporate goals as they are considered key players and essential members of the organisation. By collaborating with them, it will be possible to improve products, make them more cost-effective, quicker to manufacture, and more compliant with the requirements. Moreover, this will ensure a high level of performance awareness on workers' health and safety.

To implement the Quality Policy, Management has drafted a separate document with a list of quality objectives that are measurable, consistent with the Policy, and achievable. In addition, Management is committed to setting targets for the health and safety of its workers, first and foremost the goal of 'ZERO accidents'.

CARBONVENETA Management is personally involved in the implementation of the above-mentioned measures, as well as being committed to periodically auditing the effectiveness of the Quality Management System and to starting and promoting initiatives for its improvement.