

For **F.lli Martinelli S.p.A.**, providing a quality product/service means offering excellence and reliability, backed up by commercial, technical and logistical support that anticipates and satisfies the essential needs of all stakeholders.

To uphold this fundamental principle, the company is committed to:

- **managing the company's overall profitability** in order to consolidate its position and ensure its competitiveness;
- **consolidating and expanding** its presence on the domestic and international markets;
- **manufacturing products** that meet the increasingly complex needs of customers, supporting them in their efforts to simplify the products themselves and with a growing commitment to providing technical-commercial support that extends beyond a single supply;
- **maintaining a customer-oriented organization** focused on satisfaction in alignment with internal requirements;
- **pursuing continuous improvement** of safe working conditions in compliance with legal requirements, including:
 - proper management and use of PPE (Personal Protective Equipment) and emergency procedures;
 - management of accidents and near-misses;
 - risk analysis and management (chemical, mechanical, electrical, fire, etc.);
 - employee involvement;
- **constantly improving environmental performance** and reducing energy consumption to achieve a high level of "green electricity";
- **remaining innovative** and at the forefront of the industry;
- **enhancing the professionalism** and skills of personnel through continuous training and motivation;
- **Increasing the involvement** of key suppliers;
- **reducing production inefficiencies** and constantly improving business processes;
- **adhering to the principles of the Code of Ethics** at all levels;
- **implementing an IT infrastructure** to support business activities that minimizes the risk of data loss and ensures data availability through:
 - monitoring and updating company assets;
 - periodic risk analysis and vulnerability testing;
 - classification of documents into public, internal, and confidential;
 - management of a proper access control policy.

Individual objectives and monitoring indicators are defined within the periodic management review documents and improvement plans, where the primary needs of F.lli Martinelli's stakeholders are also analysed.

Management has established this policy and brings it to the attention of all employees, so that everyone may implement it within their respective roles and competencies. Furthermore, the company undertakes to review it periodically during management reviews to ensure its continued suitability, and to disseminate and support it with the most appropriate resources and means.

The Management



