

### **Ever Elettronica sets complete customer satisfaction and the growth of its visibility and position in the market as priority targets**

To achieve these goals, the General Management through the quality policy aims to promote and strictly enforce the principles established in the quality management system according to the ISO 9001:2015 scheme and, through the direct involvement of all staff, implement continuous improvement.

The business strategy aims to:

- fully meet the customer's needs
- continuously examine the context in which the company operates and identify the relevant requirements of key stakeholders in order to define the most appropriate actions to avoid or prevent any risks and take the necessary opportunities
- tie Ever Elettronica's image to high quality standards
- continuously monitor and improve the effectiveness of the quality management system, the quality level of its products and business processes
- define roles within the company organization so as to optimize the performance of the defined processes
- constantly invest in the growth of staff skills, including through targeted training courses
- meet the needs of its staff through the involvement of all resources, the sharing of personal needs, and the recognition of a grade and salary level appropriate to the role
- invest in the necessary machinery and infrastructure
- comply with all applicable mandatory laws and ensure compliance in terms of safety in the workplace
- improve internal and external communication
- involve and raise staff awareness of quality culture and management
- ensure a suitable work environment through the introduction of rules and procedures designed to minimize the risk of accidents, injuries and exposure to health hazards for all employees
- closely involve its suppliers in the implementation of business development because only through a commonality of purpose toward the goal of quality will it be possible to achieve the standards required by customers.

In the context of the aforementioned strategies, the General Management is committed to:

- maintaining the quality policy on an annual base: reviewing it to ensure its continued suitability and updating it consistent with corporate objectives and strategies
- ensure that the quality policy is spread, understood and implemented at all levels and becomes an integral part of the corporate culture
- implement a training program and develop operational methods to maintain and improve the skills and knowledge of all internal personnel
- implement the contents of the company's quality management system documents
- periodically check the effectiveness of the quality management system, promoting improvement actions to increase the level of customer satisfaction.

It is also committed to meeting customers' needs through:

- increasingly competitive products
- availability of various products in the range
- promptness in deliveries
- quality in products
- ability to respond to specific customer requests
- continuous research, innovation and development.

The General Management aims to firmly pursue these targets and is also confident that their achievement is possible to the measure that they will be participated in and shared by all its employees.

General Management