

## QUALITY POLICY

Pizza is the most popular dish in the world, everyone eats it, and they need proper tools to make it. Our mission is to provide the best tools for anyone in the world who makes pizza, however they make it, beautiful and functional tools. When a pizza maker or advanced amateur wants to make pizza, they should find what they are looking for in our catalog and be satisfied if they decide to trust us and purchase something.

Buying and using a GI.METAL tool should be a rewarding experience that facilitates and certifies the quality of the pizza maker's work.

Today we can say that we have achieved our goal on many markets, first and foremost the Italian market, but we are not satisfied, we want to further improve our production, make our catalog even richer, ensure our Customers' strict compliance with hygiene requirements and, last but not least, win new market shares.

In order to achieve what we have in mind, it is not enough to want it, you need a compact organization, carefully calibrated working methods, efficient equipment, skilled and motivated people, and, above all, a method of managing the company marked by constant improvement of results; a tracking system for all production activity, perfected over the years, allows us to associate each processed batch with processing times, materials used, machines and personnel involved. All data collection of the production process is automated and therefore highly reliable.

GI.Metal's quality policy was created as a management commitment to operate through the requirements specified by UNI EN ISO standard 9001:2015 and applicable laws; it is intended as a tool for the achievement of the company's improvement process, whether it is aimed at customer satisfaction or that of internal operators, suppliers and ownership and has as its main objectives:

- Ensure careful analysis of the internal and external context along with the expectations of all stakeholders;
- analyze risks on an ongoing basis to maximize the opportunity to achieve defined goals;
- spread awareness within the company and at all levels of the importance of customer satisfaction;
- maintain constant attention to processes, particularly those pertaining to product quality;
- set clear and measurable goals at the beginning of each year, assign them to the various corporate structures, check the results achieved and promote further improvement actions, activating and maintaining a process of continuous improvement;
- define and apply a policy of cooperation with suppliers and Customers aimed at perfecting mutually beneficial and loyal relationships;
- promote training, awareness, consultation and involvement of all personnel regarding quality issues and achieve and maintain high levels of occupational safety.

Obtaining the certification in accordance with UNI EN ISO 9001:2015 is, for Gi,Metal, a strategic factor of competitiveness and qualification in the market and evidence of the efforts made in pursuit of the continuous satisfaction of all customers and partners; in addition, Management asks all personnel to commit themselves to achieving the objectives assigned, and ensures they will pay the utmost attention to all suggestions and proposals aimed at improvement and will communicate the results achieved on time.