

## Scaglia Group

### OUR PHILOSOPHY

Our ambition is to make the Scaglia Group become a “natural choice” in our sector, creating and promoting a new corporate culture based on the following values, which take into account the business environment in which we operate.

### MISSION

Ensuring utmost customer satisfaction is our ultimate goal and it is the guiding principle of our corporate philosophy.

#### This is why

- ❑ We respect the environment and promote quality of life in compliance with current legislation with regard to the products and services we provide, the environment and health and safety in the workplace, while respecting ethical principles and values.
- ❑ We aim to offer our customers the highest level of quality in all our products and services.

#### For this purpose

- ❑ We strive to be a sensitive, dynamic, responsible and professional company, serving our customers and aiming to meet their requirements.
- ❑ We are open to new ideas and approaches and we look forward to spreading them.
- ❑ We strive to promote a corporate culture aimed at encouraging and implementing the continuous improvement of our organisation system with the contribution of all stakeholders.
- ❑ Our organisational system embraces the “plan-do-check-act” philosophy, inspired by the application and certification of the organisational model based on UNI EN ISO 9001, on the technical product standards referred to in the Quality Manual, on risk management methods and on the ISO 9001 risk-based thinking approach.

### PRINCIPLES

Since we firmly believe that our employees are our most valuable resource, we have developed a number of principles, based on our company’s core values and mission.

#### **Commitment**

Our commitment to our customers and other stakeholders is reflected in staff development and in the achievement of our corporate goals.

Gruppo Scaglia is committed to developing values that engage all employees and to promoting a corporate culture that unites us while respecting individual professional roles.

#### **Transparency**

The sharing of common values is driven by principles such as fairness to employees and exchange of ideas.

We encourage communication at all levels within the company and the involvement of employees in the decisions to be made.

#### **Development**

Developing all our individual talents allows us to increase our potential.

We promote continuous training and everyone has well-defined responsibilities to make work more stimulating.

#### **Creativity and innovation**

Creativity and innovation are the norm in our dynamic working environment.

We strive to ensure that our employees have a constant drive for self-improvement and are not afraid to make mistakes, so that we can increasingly foster creativity and the conditions necessary for innovation within our organisation.

#### **Flexibility**

Our mission and activities are characterised by openness to change.

We meet our customers’ needs and respond to market changes in a timely manner, without being influenced by tradition.

This quality policy, which is implemented in all sectors and at all decision-making and operational levels, is made available to the various stakeholders through the company’s website.

This policy is reviewed periodically, along with the company’s goals, during quality management system audits and, if necessary, it is revised.

Val Brembilla, 01/02/2018

The General Management