

## OUR PHILOSOPHY

Our goal is to make Scaglia Group the "natural choice" in our sector, creating and spreading a new culture inspired by the following values, that take into account the business context in which we operate.

### MISSION

Utmost customer satisfaction is the main purpose of our work and the guiding principle of our Group philosophy; we also strive to achieve the satisfaction of the other "stakeholders" that revolve around our organization.

#### This is why

- We respect the environment and promote quality of life in compliance with the current legislation, with regard to the products and services we provide, with regard to the environment, health and safety in the workplace, as well as respect for the principles and values of ethics and sustainability of the planet.
- We are committed to ensuring safe and healthy working conditions for the prevention of work-related injuries and illnesses by promoting all initiatives aimed at eliminating workplace hazards and reducing health and safety risks for all employees.
- We want to achieve the highest levels of customer appreciation quality in both our products and services.

#### For this purpose

- We strive to be a responsive, 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 implementing them.
- We strive to foster a culture of continuous improvement in our organization through consultation and participation of all employees and stakeholders.
- Our organizational system embraces the "plan-do-check-act" philosophy, inspired by the application and certification of the organizational model based on UNI EN ISO 9001 and UNI ISO 45001, as well as on the technical product standards referred to in the Quality Manual, the methodologies of "risk management" and the "risk-based thinking" philosophy of ISO 9001 and ISO 45001.

## PRINCIPLES

Convinced that our employees are the most valuable resource for Scaglia Group, we have developed a number of principles, inspired by the values that support our corporate mission.

### **Commitment**

Our commitment to our customers and other stakeholders is reflected in the development of our employees and the fulfillment of our corporate objectives.

Scaglia Group is committed to developing values capable of involving all the employees, to promote a culture that unites the whole company while respecting the different professional skills.

### **Transparency**

The diffusion of common values is encouraged by the principles of fairness adopted towards the employees and the exchange of ideas.

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

### **Skills Development and Continuing Training**

The development of our individual talents is the base for the growth of our potential.

We promote continuous training and assign to each person well-defined responsibilities to make the work more stimulating.

### **Sustainability**

We promote the use of sustainable technologies in order to reduce the risks associated with climate change, going through the use of renewable energy and improving the energy efficiency of buildings, machineries and equipment.

### **Creativity and Innovation**

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

We make sure that our employees are motivated to constantly improve and are not afraid to make mistakes, so that we can increase the prerequisites for creativity and the conditions for innovation in our organization.

### **Flexibility**

Openness to change is the hallmark of our mission and activities.

We respond promptly to the needs of our customers and to the changes in the market without letting ourselves be conditioned by tradition.

This quality policy is widespread in every sector and at all decision-making and operational levels and it is made available to various stakeholders through the company website.

Periodically, during the reviews of the quality management system, this policy is re-examined together with the company objectives and, if necessary, revised.

Val Brembilla, 28/10/2021

The General Management