

# Quality Policy

The Policy, a fundamental document of the Company regarding Quality and Organization, outlines the mission the Company has set for itself. It is directed towards all employees, customers, and suppliers, with the aim of conveying Vega's commitment to continuously improving the satisfaction levels of all stakeholders involved with the company. The principles of this Policy are reflected in the strategic objectives pursued by the Company.

We aim to establish a quality-driven organization to ensure a service that meets customer expectations, striving to understand and anticipate their needs, even the unexpressed ones. This involves ensuring processes that guarantee production aligned with demands in terms of quality, timing, and costs.

Quality means continuous improvement of processes to ensure long-term customer satisfaction, in accordance with the ISO 9001:2015 standard, applicable regulations, contractual agreements, and other commitments we have entered into.

Quality involves all our staff, to whom we aim to convey the aforementioned values by providing the necessary support and training. It also involves our suppliers, regardless of their structure and size. That is why we work to put them in the best position to support us in meeting the requirements demanded by our clients.

To give substance to these principles, we commit in particular to:

- Providing prompt and satisfactory responses to our clients, ensuring the presence of competent and available professionals to support them, guaranteeing effective internal and external communication;
- Equipping ourselves with cutting-edge machinery, consistently maintained for efficiency, with ongoing attention to technological innovation;
- Ensuring careful monitoring of the performance of production processes;
- Creating a favorable company environment where everyone feels supported, aiming to ensure harmony in carrying out activities and providing professional growth opportunities for our staff;
- Advancing our operations while minimizing impacts on ecosystems and progressively enhancing our level of sustainability over time.

To implement these principles, we define and pursue the most suitable improvement objectives on an annual basis.

Grassobbio, December 1<sup>st</sup> 2023

Mauro Vedovello – CEO

