



In establishing its quality policy, the top Management of Pi-Zeta di Poli Renato e C. S.n.c. guarantees that it is appropriate to the purposes of the Organization, contains the commitment to meet applicable requirements and to continuously improve the effectiveness of the Quality Management System, and provides the necessary framework for establishing quality objectives.

The top Management also ensures that this quality policy is communicated, understood, and implemented throughout the Organization. This is achieved through its inclusion in the Quality Manual, its publication

in prominent display areas within the company, its explanation by managers to personnel, and through the performance of daily activities consistently oriented toward this policy.

It is the responsibility of top Management to periodically review the quality policy statement to ascertain its ongoing validity, adequacy, and consistency with the internal and external context. This includes addressing the challenges arising from climate change and the related impacts on the business, company processes, and the expectations of interested parties.

QUALITY POLICY

In establishing its quality policy, the Management of Pi-Zeta has incorporated the innovations introduced by the 2015 version of the ISO 9001 standard and the subsequent Amendment 1:2024 relating to climate change. Therefore, prior to defining its general objectives, Management considers it necessary to:

- analyze the socioeconomic context, both internal and external, in which the company operates;
- assess the expectations of interested parties;
- consider the direct and indirect effects of climate change on company processes, operational continuity, resource availability, the supply chain, and market needs;
- assess risks and opportunities of both a strategic and operational nature regarding processes and products;
- undertake the necessary actions to eliminate, reduce, or manage the assessed risks, and/or to pursue the resulting opportunities;
- promote an approach oriented toward sustainability, operational efficiency, and the conscious use of resources.

These analyses and assessments constitute the basis for achieving the following general objectives:

Product Quality: The products of Pi-Zeta must deliver a quality level that is equal to or higher than the best benchmark products on the market.

Improvement of Customer Satisfaction Through:

- assisting customers in choosing the optimal product for their needs;
- offering a wide range of manufacturing and processing options;
- maintaining the flexibility to supply both small and large quantities;
- ensuring fast and punctual deliveries;
- paying close attention to market demands regarding quality, reliability, and sustainability.



Continuous Improvement of Products and Production Processes Through:

- clearly defining organizational processes to improve their efficiency and effectiveness;
- maintaining continuous focus on technological process innovations to elevate company performance;
- providing ongoing training and education for personnel;
- progressively reducing waste and optimizing the use of energy and production resources;
- assessing the potential impacts that extreme climate events could have on the continuity and efficiency of company processes.

Motivation and Safety of Employees Through:

- collecting and valuing their feedback and observations;
- empowering operators by assigning quality control tasks;
- adopting and strictly complying with occupational health and safety regulations;
- promoting awareness of sustainability and environmental responsibility.

Customer Care and Retention: maintaining continuous communication and contact aimed at focusing on customer needs, thereby fostering long-term customer loyalty.

Profitability and Business Continuity: achieving adequate profitability to remunerate risk capital, support business development, guarantee employment levels, and preserve the social function of the company. This also takes into account the economic impacts arising from climate change as well as regulatory and market developments.

Quality Management System: maintaining and continuously adapting the Quality Management System to the UNI EN ISO 9001:2015 standard and subsequent amendments and additions, including the requirements introduced by Amendment 1:2024 relating to climate change.

The Management of Pi-Zeta undertakes to disseminate this Policy to all personnel and relevant interested parties, promoting a corporate culture oriented toward quality, continuous improvement, sustainability, and organizational resilience.

01/05/2026

The Management Pi-Zeta di Poli Renato e C. S.n.c.