



PRODUCT QUALITY, LEGALITY, AUTHENTICITY, SUSTAINABILITY AND SAFETY POLICY

ANNEX 3 MQS

REV.: 00

DATE: 12/09/22

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By adopting and implementing a **Quality, Legality, Authenticity, Sustainability and Safety Management System** in compliance with the international standards ISO 9001:2015, ISO 22000:2018, ISO/TS 22002-1:2009, FSSC 22000:2020, ISO 22716:2008 and EFfCI GMP 2017, the Company believes it is laying sound foundations for important development through:

- a) constant pursuit of Customer satisfaction;
- b) design, manufacture and creation of products made from wrought precious metal and semi-precious metal products, as well as innovation and development of quality standards that position these products in a market segment aimed at the most discerning Customers;
- c) selection and development of partnerships permitting expansion of the range of products it can bring to the market;
- d) commitment to constant control and development of its production processes;
- e) commitment to constant technological innovation of its processes and the methods used for managing them;
- f) commitment to constant improvement of expertise and professional skills within the Company;
- g) issue and updating of its Company Policy, taking care to set Objectives that ensure its implementation based on indications from stakeholders and from within the Company (field returns);
- h) establishment of an efficient and coherent Management System applying the strategies defined by Top Management and the provisions of the reference standards;
- i) adhesion to a policy of constant improvement of all Business Processes, in accordance with the values and principles on which the Company's history and development are founded, with regard to its own activities and those delegated to its suppliers.

In the interest of achieving these Objectives, the Top Management undertakes to:

- continually monitor Customer satisfaction in order to ensure genuine fulfilment of all requirements and promote an exchange beneficial to both parties;
- ensure application of criteria for constant improvement of its products, processes and services through analysis and implementation of all information collected – both internally and externally – and systematic compliance with all legal requirements;
- establish and verify the requirements for pursuing these Objectives in accordance with indications from Top Management, ensuring provision of all necessary resources (human, tangible and intangible) and conducting training and constant information of workers and all personnel involved in activities;
- implement constant Improvement Plans, during the Management's periodic Reviews, for the effectiveness of the Management System, setting objective and measurable Objectives coherent with this Policy, which constitutes the reference framework for these.