	<p align="center"><b>Documented Information of the Quality Management System</b></p> <p align="center"><b>General Aspects and Operational Management Criteria of the System</b></p>	Doc. N°	<b>SGQ-01</b>
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## Annex 1

### Corporate Policy

The Policy provides the guiding principles to which all personnel and individuals working under the organization's control must adhere in the performance of their duties. It also serves as a reference framework for planning and managing activities with full awareness of related responsibilities.

The Policy is defined by Top Management and reviewed annually to ensure its ongoing relevance and adequacy. It is communicated to all individuals working under the organization's control and made available to interested parties by being displayed on the company noticeboard and published on the corporate website.

### Quality Policy

Our daily work is based on a firm commitment to continuous improvement of products, services, and all company processes. This is achieved through the identification, monitoring, and periodic review of relevant internal and external factors, stakeholders and their needs, risks and opportunities, and the appropriate management thereof to support the Organization in protecting its valuable business assets.

To support the continuous improvement of corporate performance, we commit to:


- Ensuring that all activities are carried out and continually improved in compliance with customer requirements and all applicable requirements;
- Operating in compliance with all laws, regulations, and standards, systematically applying and improving the Quality Management System and business processes.

Performance improvement objectives are defined according to the following criteria:

- Continuous monitoring of company activities, with particular attention to product conformity and the needs and expectations of all stakeholders;
- Promoting engagement, awareness, and training on customer satisfaction, product conformity, and the improvement of the Management System and all business processes;
- Fostering and maintaining a strong relationship of cooperation and transparency with employees, customers, suppliers, the community, and institutions;
- Improving products and services to increase customer satisfaction.

The achievement of objectives is monitored during Management Review phases through the following indicators:

- Trends in customer complaints and customer satisfaction levels;
- Trends in product and/or process nonconformities;
- Trends in specific process indicators;
- Results from internal audits;
- Supplier performance trends.

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Quantitative objectives are established in the Improvement Plans issued during Management System Review phases. These include measurement criteria, required resources, development timelines, and are communicated to all involved personnel.

### **Corporate Policy on Social Responsibility, Ethics, Environment and Climate Change, Health and Safety**


Manzoni SMP adopts responsible and sustainable conduct in full compliance with all applicable legal requirements. To this end, the Quality Policy is enhanced and complemented by the following company policies on social responsibility, ethics, environment and health & safety:

#### **Human Rights and Working Conditions**

- Ensure strict respect for human rights and treat employees fairly regarding wages, working hours, and benefits, also by listening to workers and their needs;
- Prohibit child labor (below legal age limits) and protect underage workers;
- Never use forced or compulsory labor;
- Guarantee freedom of association and collective bargaining;
- Ensure the workplace is free from discrimination and harassment;
- Comply with all applicable laws, regulations, and contracts concerning human rights and working conditions.

#### **Business Ethics**

- Uphold business ethics principles of integrity, honesty, and fairness;
- Prevent and combat corruption, extortion, and bribery;
- Protect the privacy of employees and all stakeholders. Use data and information solely for their intended purpose, respect individuals' privacy, and treat everyone with dignity regardless of gender, skin color, or religious belief, rejecting all forms of discrimination;
- Make available, disclose, and provide financial documentation to government authorities containing complete, accurate, and timely data;
- Refrain from anti-trust activities (e.g., price-fixing agreements, boycotting specific suppliers or customers, sharing sensitive competitor information, restricting production or sales, adopting unfair business practices, etc.) and adhere to fair competition regulations;
- Act for the common good by avoiding decisions based on personal interests and preventing any actual, potential, or apparent conflicts of interest;
- Avoid using counterfeit materials and respect intellectual property rights;
- Exercise control over exports and sanctions involving countries, companies, or individuals subject to restrictions;
- Comply with all laws, regulations, and contracts applicable to corporate ethics.

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### Environment and Climate Change

We recognize that climate change is one of the greatest challenges of our time, with significant implications for the environment, economy, and society.

We are therefore committed to systematically assessing whether climate change is a relevant factor for our organization and whether our stakeholders have related requirements. Accordingly, we commit to:

- Promoting technological innovation to reduce greenhouse gas emissions and improve energy efficiency, including the use of renewable energy sources where and as far as possible;
- Adopting all necessary precautions to reduce water consumption and limit air pollution;
- Managing waste sorting and implementing measures to reduce the use of non-recyclable packaging;
- Complying with all laws and regulations aimed at environmental protection and preservation.

### Occupational Health and Safety

- Ensure the protection of workers' health and safety, as well as that of all stakeholders, by assessing all risks and implementing all necessary prevention and protection measures to eliminate or minimize risks;
- Train and inform all personnel about workplace risks and the correct behaviors and measures for working safely;
- Provide all necessary personal protective equipment and prevention tools;
- Organize workplaces in accordance with ergonomic principles;
- Ensure all machinery and equipment complies with applicable safety requirements and is maintained through appropriate maintenance activities;
- Minimize the use of chemical products as much as possible, assess their hazards prior to purchase, and manage their use according to safety data sheet requirements by implementing appropriate protection measures and using suitable safety equipment;
- Prepare, verify, and maintain fire prevention and firefighting systems;
- Develop emergency plans and conduct drills to ensure emergency preparedness;
- Comply with all applicable laws, regulations, and contracts relating to occupational health and safety.

### Reporting and Protection from Retaliation

- Encourage employees to report any instances of discrimination, violations, unusual conduct, or suspicious activity without fear of retaliation;
- Pursue any violation or attempted violation committed by any company member in accordance with the national labor contract and applicable laws.

**Top Management Signature**

