

QUALITY AND ENVIRONMENTAL POLICY

FIMINOX SPA's QUALITY AND ENVIRONMENTAL POLICY is based on a combination of factors, including compliance with all environmental compliance requirements identified by Management and everything that contributes to achieving customer satisfaction in all aspects of the business relationship. These are, after all, the company's two main objectives.

The critical success factors that shape the company's life and development are:

- **Quality.** This is the primary element that characterizes the company's products. Standard products comply with international standards, as well as special products made to customer specifications. The price is also competitive and attractive to the market.
- **Availability of stocked products.** This is a key factor in the increasingly widespread approach among European companies to reduce inventory and deliver just-in-time.
- **Efficiency.** The logistics organization is efficient and streamlined to ensure widespread penetration of the end market.
- **Delivery.** The company strives for maximum punctuality and speed, always considering the needs of logistics and personnel.
- **Service.** This is a strength of the company, encompassing factors such as technical customer support, problem collection and resolution, and complaint response, etc.
- **Value Marketing (Business Marketing).** The marketing process is geared towards providing value that goes beyond product delivery, allowing customers to derive a direct or indirect benefit from doing business with a company like Fiminox.
- **Expansion and strengthening of the specialty sector.** This is a strategic resource that differentiates the company and gives it a unique and highly professional character.
- **Attention to environmental impact.** Sustainability is a key factor in the development of every company today. For the company, paying attention to its environmental impact means extending its focus to the entire life cycle of its product, aiming for constant improvement in environmental performance.

The right mix of the above elements also serves as a catalyst for another corporate objective: adequate and planned growth, both in the Italian and international markets. The company's actions for growth and evolution are aimed at increasing turnover and customer base, exploring new markets and increasing both the volume of goods handled and purchasing power with suppliers. This also includes the intention to strongly develop the specialty sector, seeking out market niches in which to grow this segment. Of great importance, furthermore, is the professional development of all company resources, starting at the managerial level, while also aiming for a full understanding of their role. Finally, business development makes pollution prevention an integral part of its strategy, continuously deploying resources and commitment to promote more virtuous choices.

Quality and Environmental Objectives

The primary quality and environmental objectives defined by Fiminox SPA are as follows:

Improving Customer Service

Once basic issues such as price and product quality have been resolved, customer service is the winning strategy in the daily competition with competitors. Improving customer service means building a privileged customer-Fiminox relationship (loyalty) by using the following strategic levers:

- Expertise and technical support in choosing the best product and/or the most suitable materials
- Developing external salespeople, who work closely with and support customers;
- Developing internal salespeople, who support external salespeople and act as a point of contact for customers when external salespeople are out of service;
- Developing new and emerging customer service opportunities (e.g., consignment stock, product customization (labeling, packaging, open orders, etc.).

Reducing Delivery Times

In an increasingly neurotic market that requires ever-shorter schedules and consequently ever-shorter response times, it is necessary to work on two fronts:

- An internal one, which aims to reduce internal product processing times (receipt-inspection and testing-warehousing-order preparation-delivery cycle). This involves:
 - o analyzing the cycle and reducing lead times, eliminating internal bureaucracy and transit stops;
 - o finding preferential lanes for urgent or delayed products (typically special parts);
 - o maximizing the internal delivery scheduling tool, achieving two scheduled workdays, to better manage emergencies and avoid warehouse downtime.
- An external one, which aims to:
 - o constantly monitor supplier deliveries and their delivery promises (supplier reminders), communicating delivery targets and results achieved to suppliers;
 - o on the other hand, the development of a tool that allows you to focus on truly urgent deliveries (lack of stock) by cross-referencing purchasing data with sales data.

Business Expansion

The generational change in management, combined with the current general economic downturn, has led us to pursue business expansion in three different directions:

- development of the domestic (national) market by identifying new potential sectors and customers;
- development of the external (European) market by identifying geographical areas;
- exploration of potential partnerships (including manufacturing) to establish ourselves in new markets and/or sectors.

Reducing our environmental impacts

The company has analyzed and mapped all aspects and their environmental impacts related to its processes, implementing a life cycle approach. Following this analysis, which is monitored regularly, we set specific performance improvement objectives aimed at reducing the identified impacts. The main areas of intervention include:

- o energy consumption, which we intend to improve through infrastructure upgrades and the adoption of best practices;
- o raising environmental awareness among staff and suppliers through the acquisition of new skills aimed at satisfying all stakeholders.
- o The prevention of pollution through sound and transparent waste management.



FIMINOX S.p.A.