

## QUALITY POLICY

Pizza is the most popular dish in the world, everybody eats it and need adequate instruments to make it. Our mission is to supply pizza makers worldwide with the most suitable utensils that are good-looking and functional for whoever is making it. When a pizza maker or an advanced amateur make pizza, they need to find what they're looking for in our catalogue and remain satisfied if they decide to put their trust in us and buy our products.

Buying and using a GI.METAL utensil should be a gratifying experience that facilitates and certifies the pizza maker's work quality.

We can proudly state today that we've reached our goal on many markets, first and foremost on the Italian market. But we won't settle for that. We want to improve our production even further, making our catalogue even richer, ensuring our Customers of full compliance with hygiene requirements and, last but not least, win new market shares.

To do what we have in mind, it's not enough to just want it. We need a compact organisation, carefully calibrated work methods, efficient equipment, skilled and motivated personnel and, above all, a company management method characterised by constant improvement of the results. A tracing system of the entire production activity, perfected throughout the years, allows us to associate the working times, materials used, machinery and involved personnel to each processed batch. Data collection of the production process is automated and therefore highly reliable.

The GI.Metal quality policy is the result of management's commitment to operate in compliance with the requirements specified in standard UNI EN ISO9001:2015 and with laws in force. It is intended as an instrument to pursue the company improvement process, aimed at customer satisfaction as well as that of employees, suppliers and ownership, setting the following main goals:

- assure a careful analysis of the internal and external context, together with the expectations of all stakeholders;
- constantly analyse risks to make the most of the opportunity of reaching the set objectives;
- spread awareness in the company and at all levels of the importance of customer satisfaction;
- pay constant attention to the processes, especially those related to the quality of the products;
- set clear and measurable objectives at the start of each year, assign them to the different company structures, verify the results achieved and promote further improvement actions, implementing and maintaining a continual improvement process;
- define and apply a policy of collaboration with suppliers and with Customers aimed at perfecting mutual advantageous and loyal relationships;
- promote training, awareness raising, consultation and involvement of all personnel on quality issues and reach and maintain high occupational safety levels.

For us at Gi,Metal, achieving the UNI EN ISO 9001:2015 certification is a strategical factor of competitiveness and qualification on the market and points out our great efforts in pursuing the continual satisfaction of all our customers and partners. Furthermore Management asks all our staff to be committed to reaching the objectives assigned, and to guarantee that they will pay the utmost attention to all of the suggestions and proposals aimed at improvement and will duly report the results achieved.