

Quality Policy

Copparo 26/03/2024



Vision:

We are the independent reference in the undercarriage world and offer our customers the best choice to never stop. We promote a network of partnerships to provide solutions to customers by leveraging our main asset, our people, spreading well-being both internally and externally.

Mission:

Our mission is to ensure the excellent quality of our products and services through constant commitment to innovation, operational efficiency, and strategic collaboration with our partners. Specifically, we commit to:

Supporting long-term growth by adopting Lean practices that optimize processes in the sectors of Original Equipment and Aftermarket, improving operational efficiency, and enhancing supply chain management.

Strengthening trust-based, long-term relationships with our suppliers by promoting responsible and integrated procurement practices to ensure continuity and reliability of supplies.

Offering innovative and simplified product solutions focused on quality and capable of responding effectively and flexibly to the needs of our customers.

Investing in long-term strategic partnerships with customers and suppliers, fostering collaboration that allows for shared growth and continuous improvement.

Creating and maintaining a solid and agile organization capable of adapting to market changes and responding promptly to industry challenges, while ensuring the high quality of our products and services.

The company is committed to adopting a Quality Policy based on the following objectives:

- Constantly monitoring customer satisfaction to improve quality.
- Respecting internal company process management methods, striving for continuous improvement.
- Continuously reducing the costs of external and internal non-conformities from the initial development phase, identifying them at an early stage to completely prevent defects and risks in production.
- Promoting a corporate culture centered on quality by continuously involving and training staff to be aware of the importance of their role in achieving quality objectives.
- Fostering a problem-solving orientation where competence, the ability to find solutions, and acquired experience are key factors.
- Encouraging the competence, awareness, and participation of staff through continuous updates related to technological evolution in the company's operational sector.
- Managing and maintaining infrastructures and equipment systematically to avoid production and service interruptions.
- Operating in compliance with legal requirements and workplace safety standards, promoting a Culture of Safety even among our suppliers, so that it becomes an integral part of all processes.
- Promoting continuous improvement of the Supply Chain, with a particular focus on the selection, development, monitoring, and validation of suppliers to ensure high-quality standards, reduce the risks of supply chain disruptions, and optimize operational efficiency. Supplier partnerships will be pursued through careful risk management, constant performance evaluation, and the implementation of collaborative strategies that foster innovation and sustainability throughout the supply chain.

To achieve these objectives, the Management is committed to:

- Entrusting the Quality System Manager with full responsibility and authority to ensure compliance with the company's Quality System.
- Maintaining, monitoring, and continuously improving the Quality Management System by evaluating and updating the risks and opportunities related to business processes and defining their treatment when necessary. To this end, the company has introduced the new role of **Team Leader**, who will be responsible for a specific section of the production process. The Team Leader will focus on people, using clear and structured communication models at various responsibility levels of the different business areas to ensure continuous operational excellence and a widespread culture of quality throughout the organization.
- Ensuring that the Quality Policy is **communicated** (also through meetings, posting on the main entrance bulletin board, and publishing on the company intranet), **understood, applied at all levels**, and made available to stakeholders on the company website.
- Reviewing the quality objectives and this policy at least annually during Management Review activities.
- Conducting periodic internal audits to assess the effectiveness of the quality management system, ensure compliance with standards, and identify opportunities for continuous improvement.
- Promoting a safe and sustainable work environment where safety and quality are priority values.
- **With the new company design**, Berco becomes a standalone brand, emphasizing its leading position in the undercarriage sector. From now on, the Berco logo will no longer be presented alongside the thyssenkrupp logo. This reflects thyssenkrupp's confidence in Berco, which remains an essential part of the group and a strong pillar of Forged Technologies' transformation. We want to continue our transformation journey together with all our colleagues worldwide. Our slogan is: ***progress together***.

The Company has identified and evaluated **external and internal factors** relevant to achieving its quality objectives and has adopted measures to manage them effectively within the context of the Quality Management System.

Giacomo Bottone CEO



Matteo Cesari COO

