



QUALITY POLICY

1. GENERAL

Based on the analysis of the context, in order to guarantee the correct management of a Quality System and the application of this Quality Policy, the General Management requests the collaboration of all Company Personnel, in general of all stakeholders, towards who undertake to provide the information necessary to understand the importance of their role within the system.

The Quality Policy pursued by TRB is explained in the following points:

→ RELATIONS WITH CUSTOMERS

In the context of the relationships that TRB maintains with its customers, the following are indispensable prerogatives:

- correctly perceive the requests and needs of the customer and translate them into quality products and services that materialize and exceed their expectations;
- show the greatest possible flexibility with respect to Customers' needs;
- maintain clear relationships with customers in order to prevent any complaints from them;
- respect the expected implementation times;
- evaluate the degree of customer satisfaction;
- evaluate process/product criticalities identified by customers by studying the causes of complaints submitted by them.

→ RELATIONS WITH SUPPLIERS

As regards the Company's relations with its Suppliers, it is considered desirable:

- carry out an accurate analysis aimed at selecting reliable Suppliers with whom to undertake long-lasting relationships;
- make the Suppliers participate in the Quality Policy pursued by the Company, in order to integrate them as collaborators;
- involve Suppliers in company improvement plans and in the exchange of know-how.

Furthermore, for suppliers of external services, TRB considers primary:

- involvement of the same starting from the planning stages of the system, in order to seek the sharing of objectives and methodologies;
- provide methodologies aimed at guaranteeing control that is increasingly responsive to customer specifications.

→ INTERNAL ORGANIZATION

For the purpose of optimizing the internal organization, the General Management of TRB considers it a priority:

- Involving all corporate resources in risk analysis in order to share corporate strategic planning as much as possible;
- provide all employees with the practical and theoretical tools that enable them to contribute to the achievement of corporate objectives;
- involve and integrate all corporate resources in optimizing activities and improving services according to customer expectations;
- identify and investigate critical areas for Quality;
- implement Corrective Actions and/or Improvements;
- aim for continuous improvement.

2. POLITICS

The General Management of the Company, in view of the growing market demand for consolidated quality standards and convinced of the internal improvements achievable with the development of a culture of quality, has decided to create a Quality System compliant with the UNI EN ISO 9001 standard: 2015 with the precise aim of maintaining the company certification.



Annex 2 to the MSGQ Quality Policy

Rev. 2 from 04.06.2020

It is therefore the intention of the Company to address and resolve the problems resulting from the pursuit of this purpose by adopting adequate operational means, creating a suitable environment for the correct performance of the activities and above all by making all the Personnel who work in the Company responsible in a coordinated way. The Company's objective is to ensure that all activities are developed efficiently and economically by activating a corporate quality management system based on the following fundamental principles:

1. Constant determination in the search and elimination of non-conformities from customer complaints in the belief that a defect can lead not only to a corrective action (and related costs), but also to possible actions for liability for damages.
2. Pursuit of an assiduous and constant collaboration with the suppliers of products and services in order to activate relationships marked by a continuous and joint growth of the overall quality.
3. Raise personnel awareness of the rules chosen for the implementation of the company quality system.
4. Pursue the always scrupulous and careful training of personnel.
5. Respect the contractual requirements taken with the Customers. Everything can be summed up in the customer satisfaction index and in the monitoring of order execution times.
6. Improve the working environment and stimulate the participation of resources in improving services.
7. Preventing risks and minimize workplace injuries through careful training of our employees.
8. The company conducts periodic risk analysis aimed at strategic planning aimed at maintaining and improving the company business.
9. Compared to current legislation with reference to ethical and environmental aspects.

In order to ensure that the performance of all activities complies with the defined quality policy and meets the set objectives, the General Management has appointed the RSGQ with the task of formalizing the company Quality System and monitoring the application of the provisions in terms of effectiveness and efficiency.

The Management undertakes to take all necessary measures to prevent the contagion of COVID19 in compliance with:

- Safety and protection aspects;
- Management organizational aspects;
- Efficiency improvement of structures and plants;

The Management Representative has the organizational freedom and authority necessary to perform the following tasks:

- promote all the necessary actions to prevent the occurrence of situations that do not comply with the company Quality System;
- identify and record any problem relevant to the quality of the system;
- propose, agree and initiate solutions through established channels;
- check the implementation of the agreed and established solutions.

However, the Management points out that the achievement of the objectives defined above is its own responsibility and that of all personnel and it is everyone's prerogative that the Quality System be actively managed and continuously improved by motivated, responsible and professionally trained people.

The General Management undertakes to take an active role in the promotion and guidance of all activities having an influence on Quality, through the dissemination, at all levels, of the Policy set out here and the periodic verification of its degree of suitability, understanding and implementation through direct feedback and periodic examinations of the results collected by the Management Representative or directly ascertained.

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The Management