

QUALITY POLICY

Mac3 SpA aims to ensure business continuity while preserving its industrial DNA by adopting a participative leadership model.

In line with its pay off "Trust Matters," Mac3 SpA strives to deliver products that meet the technical and contractual requirements agreed upon with the Customer, maintaining a high level of quality while ensuring profitability and competitive pricing in the market through planned control of production processes and economic and financial management.

This document outlines Mac3's commitment to Quality and Operational Excellence to promote efficient management, continuous improvement, and innovation, with a focus on meeting the needs of various stakeholders. This contributes to achieving the company's strategic goals and sustainable development objectives.

The company integrates Operational Excellence principles into its quality system to ensure continuous improvements, employee empowerment, and participative leadership.

The Quality System is structured in accordance with the international standard UNI EN ISO 9001:2015.

The commitment contained in the Quality and Operational Excellence Policy is based on the following **principles**:

Customer and Stakeholder Focus

- *Improve customer* satisfaction by meeting or exceeding customer expectations and those of other interested parties (Employees, Suppliers, Shareholders, Certification Bodies);
- *Encourage the application of this Policy's principles* by subsidiaries, suppliers, and other stakeholders, with particular emphasis on the supply chain;

Process-Based Approach

- *Monitor performance and processes* through process indicators, internal and external audits;

Continuous Improvement

- *Promote continuous improvement and innovation* based on internationally recognized models and the implementation of best practices;
- *Increase efficiency and enhance business performance* by prioritizing value generation and providing enabling technologies, technical, human, and material resources;

Leadership and Employee Engagement

- *Promote a culture of excellence* through internal communication and training, encouraging teamwork, and implementing knowledge management.
- *Foster employee engagement* through talent development and recognition of achievements resulting from continuous improvement;
- *Adopt a participative leadership model* by developing leadership skills that empower individuals to take on process responsibilities and embrace efficiency and continuous improvement as a mindset;

Compliance and Regulatory Adherence

- *Identify non-conformities* through a monitoring system and implement corrective measures and continuous improvement actions.
- *Ensure information transparency* through processes and controls that ensure reliability and rigor.
- *Ensure compliance* with legal, environmental, regulatory, and contractual requirements applicable to the company's context through continuous compliance monitoring;

Asset protection

- *Identify risks and opportunities*, assess their causes, and take actions that mitigate or prevent risks while seizing and leveraging opportunities;
- *Preserve the security and integrity of assets* by promoting greater productivity with criteria of profitability, efficiency, and sustainability;

Management Model

Quality and Operational Excellence responsibility lies with every member of the organization at their respective level of action, with emphasis on management representatives and senior staff who are responsible for its correct application.

In particular:

- Management is responsible for supervising and controlling the company, its strategies, the quality policy, and Operational Excellence, ensuring the necessary resources are available.
- Managers and department heads are responsible for establishing and defining priorities for action plans, objectives, and monitoring indicators.

Management shares this document with all employees, managers, and stakeholders, and it is published on the company's website. It is reviewed annually by top management to ensure alignment with company strategy and ISO standards.

Campi Bisenzio, 19/03/2025

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