

ALL 02 Rev. 1 of 01/09/2024	QUALITY POLICY	 GME Metals
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GME METALS S.R.L. has decided to adopt Quality as instrument that can allow both the improvement of the performance rendered to the Customers, and the optimization of the company management. The General Management has identified the implementation of a Quality Management System in accordance with UNI EN ISO 9001:2015 as preferred tool for organizing the Company.

The General Management of GME METALS S.R.L. is committed to pursuing a Quality Policy that places the Customer at the center of all its activities. In particular, the customer's satisfaction is pursued by offering and adapting all processes to its specific needs, implicit and explicit, detected and monitoring the achievement of the objectives agreed on in the contractual phase. The Customer assumes a central role for the success of GME METALS S.R.L. It is therefore important to know him thoroughly, provide services that meet his needs and increase his satisfaction.

The General Management of GME METALS S.R.L. has established the following strategic objectives to be pursued through its Quality Management System:

- Improve the image and reputation of GME METALS S.R.L. on the market, thereby increasing the number of customers, increasing turnover, expanding the company's territory and entering new market areas;
- Achieve the satisfaction of stakeholders (shareholders, customers, employees, suppliers) and consequently the achievement of budget targets, increase in employment, improvement in wages, reduced absenteeism and reduced (or none) disputes with employees, the constant reduction in the number of complaints, the high level of customer satisfaction, preferential agreements with suppliers;
- Identify the Client's needs and expectations, both explicit and implicit, convert them into requirements and meet them;
- To enable an appropriate self-monitoring system of the Quality Management System, which allows activities to be measured and problems to be solved;
- activate communication tools inside and outside of GME METALS S.R.L. to improve the information flow with Customers, the suppliers and company staff to ensure that the needs and expectations of the Customer are known and understood by all those who contribute to the realization of the services offered by GME METALS S.R.L.;
- adopt the latest customer support techniques, through constant training and updating of company management and employees who hold positions of responsibility;
- maintain and consolidate a Management System oriented to Quality, Safety and respect for the Environment through training and information activities of staff at all levels;
- To pursue continuous improvement.

By achieving these strategic objectives, we intend to create a company strongly focused on its customers, increase the effectiveness in the market and make customer satisfaction the differentiating factor in a highly competitive market.

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The specific objectives will be defined annually by the Directorate-General and shared to all staff.

In order to achieve the above objectives and to obtain the Quality Management System Certification, the following actions have been undertaken:

- Appointment of a representative of the management structure, with sufficient responsibility, autonomy and authority to introduce and maintain the Quality Management System, to report to the Senior Management on the performance of Quality (including improvement proposals), as well as promoting awareness of Customer requirements across the organization.
- identification of qualified external Entities able to support the above-mentioned resource with technical expertise - disciplinary necessary to introduce the Quality Management System, to set up its documentary structure, to ensure the necessary staff training in the application of the practices governed by the Quality Management System, to carry out the necessary activities to verify the status of implementation of the Quality Management System.

In addition, with reference to the ISO/IAF statement of 22/02/2024 on climate change, the following objectives are set for the environment:

- Comply with compliance requirements while complying with applicable environmental standards;
- Assessing the impacts of climate change on business activities;
- To pursue continuous improvement of environmental performance while reducing the impact on climate change, with particular reference to:
 - + control of emissions of climate-altering gases;
 - + reduction of air pollution caused by company vehicles and promoting sustainable mobility;
 - + Reduction of energy waste, water resources;
 - + Reduction of plastic, paper and other difficult to dispose materials;
 - + Proper management of special waste and reduction of undifferentiated fraction;
 - + Preference for suppliers who support sustainable development, for example with production through recycling processes;
 - + awareness on environmental policy issues to all employees of the company.

In view of the importance of the objectives to be achieved and the effort required for their achievement, all employees are invited, at all levels and grades, to cooperate in the implementation and updating of the System and to comply strictly with the requirements contained in the Quality Manual and any other relevant provisions provided by the Quality Manager.

Brescia 01/09/2024


GME METALS SRL
 C.F. e P. IVA 04296260989