

IG QUALITY POLICY

The goals that ITALGIUNTI S.r.l. sets as a priority consist in the consolidation and further development of its presence and competitiveness on the market; in this perspective, the continuous improvement of the quality and flexibility of the products manufactured represents a primary and essential requirement, aimed at completely satisfying customer's needs.

The Company's management is seeking more and more for a reality oriented to the CUSTOMER and his expectations. In a time of extreme competitiveness, the Quality of the offered products and services represents an important strategic factor, decisive for our success in the various fields in which our Company is involved.

Our Quality Management System, within the company, will have to to:

- provide for a continuous review of the requirements of the products, the services provided and the results achieved to identify, through a careful analysis of the risks and opportunities, the areas for improvement of the quality of the service and the effectiveness of the Quality Management System;
- focus on achieving customer satisfaction through:
  - the supply of products and services that meet their needs;
  - the definition of adequate and efficient methods of communication with the customer;
  - greater attention to the customer, including the assessment of risks associated with potential service failures or complaints;
  - guaranteeing an effective and punctual after-sales service, to follow the customer throughout the life of the cardan shaft we have produced or overhauled;
  - the commitment to provide infrastructure and environment that satisfy customer requirements and the existing legal requirements.
- foster a collective commitment to the quality of products and services provided by:
  - creating a working environment that ensures employees are aware of their objectives, of the importance of their role for the effectiveness of the Quality Management System and of the consequences of not following the given instructions;
  - attention to the inside communication to consolidate collaborative relationships and promote continuous improvement;
  - personnel management following a methodology that guarantees the use of qualified resources and the definition of growth and training programs for the aforementioned resources;
  - the definition, based on the needs of the Customer, the market and the interested parties, of a reference framework in order to identify and review the established corporate goals.
- promote ethical conduct and integrity; Management fosters a corporate culture based on integrity, fairness, transparency and respect for people: Accordingly :
  - all personnel are required to act responsibly and professionally, provide truthful information, comply with company rules, and promptly report errors, anomalies, non-conformities and any situations that could compromise the quality of products, services or processes;

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- the organisation promotes a working environment in which problems can be reported and addressed constructively, without concealing information and without retaliation against those who make reports in good fait;
- Management undertakes to lead by example through decisions and conduct consistent with the stated principles, ensuring that production or financial objectives do not take precedence over compliance with requirements, people's safety or the integrity of results;

- maintain constant attention to all aspects of company's production that have a direct or indirect impact on the surrounding environment..

Quality and sustainability are inseparable for the company: an excellent product to be such can only be sustainable. The company understands sustainability in its three senses: economic, social and environmental. Economic sustainability is pursued through the creation of value for all stakeholders, from the raw material producer to the end customer. Social sustainability is based on the concept of individual growth and self-fulfilment. Finally, environmental sustainability is based on respecting the planet through, for example, the use of water-based paints and low-impact practices.

To this end, the Management sees the maintenance of the Certification of the Quality Management System implemented, according to UNI EN ISO 9001:2015, as a consolidated commitment to pursue the above-mentioned objectives.

This document is the formal act by which the General Management of ITALGIUNTI S.r.l. announces its firm determination and commitment to define strategies, ensure the necessary resources, support the efforts made and verify the consistency of the results achieved within the Quality Management System with explicit reference to the requirements expressed in the ISO 9001:2015, through the definition and implementation of measurable objectives set annually during the Management Review

Borgaro Torinese, 18th September 2026

ITALGIUNTI S.r.l.
La DIREZIONE GENERALE

Robaglini Andrea

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