

QUALITY AND ENVIRONMENTAL POLICY of GIESSE S.p.A.

Our purpose is to transform the security, comfort and sustainability of living and working spaces through our expert touch.

Our values:

Do the right thing - Integrity is the cornerstone of our business
Never stop growing - There is no limit to what we can achieve
Make it happen - We are action people

Technical innovation and the highest quality are the key concepts at the heart of our everyday work. We strive to pursue full customer satisfaction, from design to production, and to position ourselves as a trusted partner that accompanies the customer every step of the way. Every year we review our performances and set improvement targets for the areas of quality and the environment.

It is essential that we work together to deliver class-leading performance. For us, product and service quality always go hand-in-hand with the utmost respect for the impact on the environment both in the production phase and in the use and end-of-life phases.

For this reason we intend to:

ORGANISATION:

- 1. Maintain an effective quality and environmental management system.**
Our customers' satisfaction ('external' quality and service) is at the heart of our business growth strategy.
Our 'internal' quality (production waste) must express the goodness of our production processes, and we do not only set the goal of improvement to obtain the obvious economic benefits, but also to reduce our impact on the environment through more sustainable processes.
- 2. Increase the environmental awareness of our people (also engaging our suppliers and customers, where possible) through information, training and education initiatives designed to actively involve them in making a contribution to a more sustainable future.**
- 3. Apply a systematic approach to the entire business context based on risk analysis, which assesses both the internal and external risk factors that may impact products, production processes, people, suppliers, customers, markets.**
- 4. Identify and manage the environmental risks and opportunities associated with all major business decisions, such as new investments in products and production processes, new supplier assessments, due diligence in business acquisition/disposal processes.**
- 5. Allocate and maintain the necessary resources (investments, people, training) to ensure the effective implementation of this policy.**

OPERATIONS:

- 6. The quality of our products (number and value of customer complaints, customer receivables) and of our service (OTIF calculated for the various business divisions) are constantly monitored to ensure customer satisfaction.**
Our internal quality (production waste) is also constantly monitored (number of discarded parts and their value) to ensure the profitability and sustainability of our processes.
- 7. The efficiency of our production processes is constantly monitored (OLE for the labour component and OEE for the machine component) and continuous improvement is pursued through the adoption of Lean principles, with a focus on attacking/reducing waste and increasing activities with 'added value for the customer'.**

The Lean methodology is adopted at all levels, including through an intensive training programme to generate real and concrete involvement of all direct and indirect, factory and white-collar personnel.

8. We apply the best techniques available on the market to prevent environmental pollution, comply with all the environmental laws, regulations and standards applicable to our products and production processes, protect the environment and promote a circular and sustainable economy.
9. We reuse, recover and/or recycle the waste materials from our production processes (e.g. aluminium swarf and offcuts).
10. We minimise our impact on water resources by implementing water-efficient practices (e.g. water treatment and recovery systems).
11. We introduce, where possible, sustainable packaging concepts through the replacement of plastic materials (bags, tapes) with paper materials (e.g. investment in packaging machinery using paper).
12. We calculate the 'carbon footprint' of our production processes by monitoring the main vectors (gas, electricity, compressed air) and try to optimise these by implementing energy efficiency measures, purchasing 100% of our electricity from renewable sources and using renewable energy technologies.

SUPPLY CHAIN:

13. We choose our supply chain partners in line with group policy (Tyman) and they all share our concern for people and the environment (modern slavery, sustainability).
14. The quality and service of our supply chain partners are constantly monitored and we have an audit programme in place at their production sites.
15. We purchase raw materials, components, products and packaging from responsible and sustainable sources, and work in synergy with our supply chain partners to minimise their environmental impact.

NEW PRODUCT DEVELOPMENT

16. We develop innovative products that meet and anticipate the expectations of end users and manufacturers of windows and doors.
17. We incorporate sustainability and the life cycle concept into product development processes in order to create new products and services with better environmental performances during the manufacturing, use and end of life stages, favouring the recycling of the materials used.
18. We provide information on the environmental impacts of our products and collaborate with our customers to help them meet their sustainability requirements and targets (for example environmental certifications and the reduction of emissions and hazardous substances)
19. We reduce the use of unsustainable materials for packaging and shipping our products
20. We reduce the use of materials and processes containing substances that are hazardous to human health.



Peter Santo, President, GIESSE S.p.A.

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