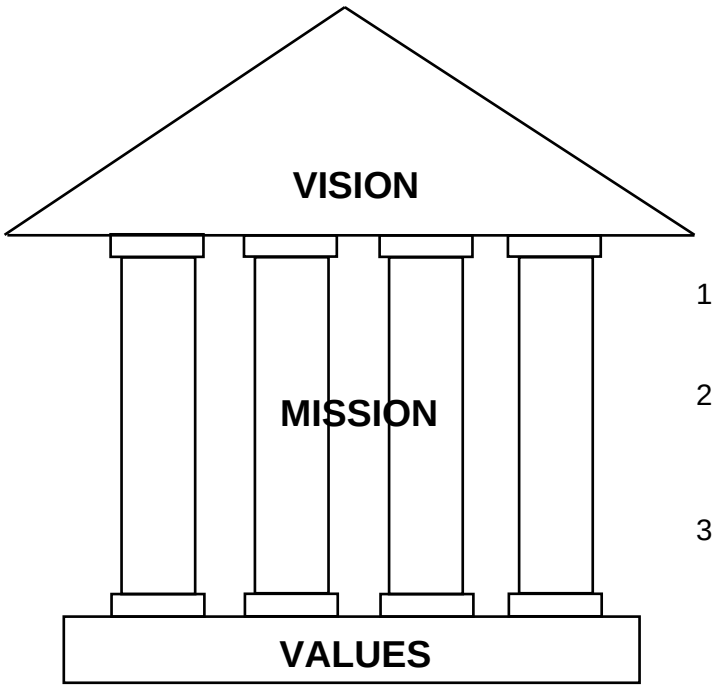
VISION

MISSION

VALUES



1. The **Vision** is the common goal shared by all individuals in the organisation.
2. The **Mission** represents all the initiatives that the organisation develops to achieve its Vision.
3. A solid organisation is always based on deeply shared **Values**.

VISION

As a **Manufacturing Company** specialising in the design and manufacture of electrical coils, solenoids and valves, Amisco aims to:

- strengthen, improve and develop the organisation in such a way as to ensure the Company's prosperity and **continuity**, while guaranteeing safety at work for employees, adequate profits for shareholders, and reliable partnerships with customers.
- apply all its efforts, skills and intelligence to do better than its competitors and increase its market share, while positioning itself as a leader in the sector in terms of technology, quality, punctuality and professionalism
- spread the most appropriate culture and methodologies in the organisation, so as to allow those working in it to deliver the best service expected by its customers.
- develop effective plans and programmes to ensure a high level of satisfaction for all employees, by offering and seeking loyalty and a sense of responsibility
- promote worker safety and environmental protection, while avoiding waste of energy resources and environmental damage

Amisco is therefore committed to:

- developing a production-process-oriented organisation
- ensuring the renewal of machinery and equipment with high-tech investments
- promoting a culture of Customer satisfaction
- acquiring technical skills to assist Customers in the design process

MISSION

A necessary condition for the achievement of the goals set out in the vision is the pursuit and achievement of **maximum Customer satisfaction**.

In order to establish and maintain excellent and long-lasting business relations, we are committed to:

- promoting continuous product and process quality improvement
- seeking constant cost reduction through the use of technologically advanced methods and equipment, the selection of increasingly qualified suppliers, and continuous attention to overheads
- increasing the speed of response to Customer needs and flexibility in terms of time, and product quantity and diversification
- providing, in addition to products, an increasing number of services (stock, certification, documentation, information, logistics, standardisation, etc.)
- providing technical assistance in terms of design and solutions to Customers' problems

VALUES

Our commitment to Customers:

- to ensure loyalty, readiness to serve, self-sacrifice, adaptation to any need and requirement, and readiness to change depending on market needs
- to provide quality products and services at competitive costs
- to ensure adequate production capacity
- to show professional transparency and integrity

Our commitment to Suppliers:

- to negotiate clear terms and conditions, and to ensure prompt payment
- to transfer all the information and know-how, and to provide all the documentation that helps our Suppliers to work better and at a reduced risk
- to ensure long-lasting relations, as long as mutual commitments are fulfilled
- to establish human relations based on transparency, respect, understanding and friendliness

Our commitment to Employees:

- to promote professional growth
- to encourage teamwork
- to foster the development of autonomy and initiative
- to ensure peaceful and cordial relationships between all individuals
- to create a healthy, safe and comfortable working environment

Our commitment to the Community:

- to ensure respect for the environment
- to comply with current legislation
- to promote energy saving
- not to evade any obligations to tax authorities and social institutions

Our commitment to Shareholders:

- to promote the growth of the Company, while ensuring adequate profitability and solid financial stability as necessary conditions for the Company's Vision and Mission

Amisco's General Management has defined a quality policy based on the principles laid down in the Company's Vision and Mission, in order to provide a point of reference for planning and implementing the Company's processes. It is therefore vital to disseminate this quality policy at all levels of the organisation, so that it becomes a shared and natural way of working in accordance with the following principles:

1. The ultimate goal of the Company's activities is Customer satisfaction (Quality, Cost, Service).

2. The end Customer's satisfaction determines Amisco's position in the market and therefore has a direct impact on the Company's net results.

3. Customer satisfaction must be pursued by identifying each Customer's expectations in terms of both product and service, and by providing products and services that meet or exceed such expectations; in order to achieve this goal, it is essential to define and manage business processes and their correlations.

4. All business processes can be improved, and such improvement must be pursued in all areas and at all levels of the organisation, based on objective data; to this end, it is essential to define short- and long-term objectives.

5. Continuous improvement at all levels must lead to a constant reduction in internal defects and in returns or complaints from Customers.

6. Management leadership must ensure the unity of purpose of all staff members by creating a positive and rewarding environment that motivates them to achieve the Company's objectives.

7. Each member of Amisco's structure has an impact on the quality perceived by Customers; therefore, the work of each individual is equally important.

8. Suppliers must be selected on the basis of their willingness to establish a co-operation relationship that helps to achieve common goals.

9. All of Amisco's activities must be carried out while fully guaranteeing environmental protection and individual safety.

10. The Management leadership is committed to ensuring the protection of human rights of all workers and all interested parties by denying forced and child labour in all its forms.

11. The Management identifies in the following factors and in the interested parties related to them the relevant needs to be considered because of their influence on the company's ability to:

- ✓ Achieve its strategic guidelines
- ✓ Regularly provide products and services that meet customer requirements and applicable mandatory requirements.

To achieve this objective, the Management considers the following, which emerged from an internal analysis based on the process approach and Risk-based thinking, as an element of primary importance in planning its quality management system:

formalization of technical activities (certifications, tests, qualifications)

In the table on the next page, **the points in bold** are shown under **Corporate Values.**

FACTORS	NEEDS/ REQUIREMENTS	STAKEHOLDERS
Direct market demands (Customer)	✓ **Ensure loyalty, willingness to serve, spirit of sacrifice, adaptation to every need and requirement, willingness to change according to the needs of the market** ✓ **Offer quality products and services at competitive costs** ✓ **Ensure adequate production capacity** ✓ **Demonstrate transparency and professional fairness** ✓ **Providing products that have the least possible impact on the environment and people**	✓ Customer (ext) ✓ DP (int) ✓ DC (int) ✓ DAC (Int) ✓ DQ (int) ✓ DT (int)
Direct market proposals (Supplier)	✓ **Agree on clear conditions and ensure flawless payments** ✓ **Transfer all the information, know-how, documentation that helps them work better and with less risk** ✓ **Ensure, where mutual commitments are respected, the continuity of relations** ✓ **Establish human relationships based on transparency, respect, understanding and cordiality** ✓ Ensure as soon as possible the communication and formalization of requirements and, when applicable, changes to suppliers ✓ Manage the supply chain in a way that ensures that suppliers / contractors are not overburdened.	✓ Supplier(ext) ✓ Customer (est) ✓ DP (int) ✓ DAC (int) ✓ DT (int) ✓ Notification body (ext)
Internal human resources management (Employees)	✓ **Promoting professional growth** ✓ **Encouraging teamwork** ✓ **Promote the affirmation of autonomy and spirit of initiative** ✓ **Ensure serene and cordial relations between all people** ✓ **Creating a healthy, safe and comfortable working environment** ✓ Have within the group qualified personnel to meet the requirements of skills and experience required by the market. ✓ **Guarantee the protection of diversity and equal opportunities.** ✓ **Guarantee freedom of association and expression**	✓ DG (int) ✓ Employees (int) ✓ Unions (ext) ✓ Customer (ext) ✓ Authority (ext)
Community	✓ **Ensuring respect for the environment** ✓ **Comply with current legislation** ✓ **Promoting energy savings** ✓ **Do not evade in any way the commitments towards the tax authorities and social institutions** ✓ **Guarantee the respect of human rights.**	✓ DG (int) ✓ Employees (int) ✓ Community (ext) ✓ Municipality (ext) ✓ Authority (ext)
Shareholding	✓ **Promote the growth of the Company, ensuring adequate profitability and solid financial stability as necessary premises to affirm Company Vision and Mission**	✓ Shareholders (int) ✓ DG (int) ✓ Employees (int)
Communication	✓ Being able to ensure the flow of communication during project management ✓ Ensure in a short period the communication and formalization of requirements and, when applicable, changes to suppliers ✓ Meet the internal communication needs between the different areas and companies of the group	✓ Group companies (ext) ✓ Suppliers (ext) ✓ Customers (est) ✓ DAC (int) ✓ DT (int) ✓ Notification body (ext) ✓ Authority (ext)
Market	✓ Being able to respond to new market demands allowing to penetrate new markets both with new products and with products already made by competitors ✓ Being able to handle commodity price fluctuations ✓ Being able to respond to the increase in formalization of technical activities (certifications, tests, qualifications) ✓ Ensure transparency of the supply chain	✓ Customers (ext) ✓ DC (int) ✓ DG (int) ✓ DP (int) ✓ DAC (int) ✓ DT (int) ✓ Notification body (ext)

Organizational	✓ Ensure proper project management, including, communication of requirements to suppliers and changes ✓ Being able to respond in a multidisciplinary way (verifying all possible points of view) the problems and opportunities faced ✓ Ensure the correct arrangements (in quantity, quality and timing) of components in production warehouses ✓ Have a greater detail about the sales forecasts (Medium / Long term) due to the strong impact on warehouse stock and structural investment ✓ Manage preventive maintenance in order to guarantee production continuity ✓ Manage company spaces in order to meet the storage requirements of raw materials and semi-finished products ✓ Ensure adequate resources in each division to ensure a smooth flow of processes ✓ Reduce the environmental impacts of all production processes and the health and safety risks.	✓ Suppliers (ext) ✓ Customers (ext) ✓ DAC (int) ✓ DT (int) ✓ DG (int) ✓ DP (int) ✓ DM (int)
Information Technology	✓ Being able to respond quickly to the increasingly constant evolution of SW Being able to meet internal and external requirements of the organization through the support of a single integrated computer system	✓ Customers (ext) ✓ Suppliers (ext) ✓ DP (int) ✓ DT (int) ✓ IT (int) ✓ DG (int) ✓ DP (int) ✓ Authority (ext)

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Amisco S.p.A.
Direzione Generale
Dr. Cesare Novellone