

QUALITY POLICY

The Management of **SOCIETA' ITALIANA COMMERCIALE UTENSILI S.p.A.** (hereinafter referred to as SICUTOOL) is focused on maintaining a transparent relationship with both its Customers and interested parties (stakeholders): a dialogue based on flexibility, openness, traceability of procedures, and above all, the effectiveness of the services provided.

SICUTOOL has been selling exclusively through its specialized Distributors for over 75 years.

To support and further improve this sales system, **SICUTOOL's** Management has decided to implement a Quality Management System; starting from the principle that the services provided place us in a position not only to meet the explicit needs of the Customer but also to address the unspoken needs imposed by legal, Quality, Safety, and Environmental standards.

It is essential to guarantee the Customer and interested parties the fulfillment of agreed-upon requirements, but in order to guarantee long-term performance, it is necessary to plan and control the flow of activities with a view toward continuous improvement.

The primary objective of the Company is to provide adequate responses to the needs of its Customers. In general, the objectives, which concern both the external and internal scope of the Company and depending on the way they are achieved, can result in the introduction and/or improvement of positive factors or in the elimination and/or reduction of negative factors, have been identified in the following relevant categories:

Regarding relationships with our Distributor Customers:

- Ensure market coverage by selecting products and listening to market demands.
- Manage relationships with distributor customers during the various stages of the process by:
 - Knowing the customer;
 - Maintaining continuous communication:
 - listening and communicating with external stakeholders with transparency and sharing;
 - Managing pre-sale activities:
 - providing complete technical information both online and through traditional printed publications. The Catalog transparently displays our sales offer, including prices and stock availability for all references;
 - pursuing with tenacity, energy, and optimism the objective of offering solid certainty and fruitful collaboration to Distributor Customers to help them, together with our Agents, meet the complex needs of End Users in the best possible way;
 - Managing sales activities:
 - guaranteeing a wide range of products for sale;
 - managing orders with zero friction through digital tools;
 - ensuring that 98% of accepted orders are fulfilled;
 - guaranteeing prompt deliveries across the entire national territory;
 - facilitating Distributor Customers in checking the status of their orders;
 - reacting with high speed to changing customer needs;
 - Managing post-sales activities:
 - ensuring promptness in resolving critical issues;
 - analyzing and resolving Customer complaints promptly and comprehensively;
 - Managing economic relationships:
 - ensuring competitive prices and sales terms;

Respecting the legislation and current regulations, including contractual, organizational, environmental, and safety, while maintaining transparent collaboration with the competent Authorities.

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Regarding relationships with suppliers and partners:

- Support and enhance the network of specialized distributors to provide End Users with the right product for their needs in real time;
- Use suppliers who guarantee a high level of quality:
 - in the services and products offered;
 - in the established contractual agreements;
 - in environmental protection, ethics, and the health and safety of involved operators;
 - in legal aspects: product compliance with regulatory and legislative requirements;
- Use suppliers who guarantee a mutually beneficial and continuous working relationship;
- Collaborate continuously with the Industry Association (ASCOMUT: Italian Association of Machinery, Technologies, and Tools) to share challenges and objectives in a network, overcoming common challenges; and simultaneously gain competitiveness in the market, also by participating in trade fairs and open houses to propose and present innovative products with the assistance of the technicians of the manufacturing companies.

Regarding relationships with the internal organization: shareholders and employees:

- Certify and maintain the Quality Management System in compliance with the UNI EN ISO 9001:2015 standard.
- Ensure an adequate economic, equity, and financial balance to strengthen future development;
- Pursue continuous improvement of the processes through which the company's activities are developed;
- Guarantee a comfortable and suitable working environment for personnel;
- Ensure workplace safety:
 - Carry out business activities according to defined and clear procedures;
 - Use competent personnel and ensure their continuous professional development;
 - Guarantee the quality of services provided through appropriate and systematic controls;
 - Ensure high levels of information flow within the Organization to promote the dissemination of organizational knowledge and awareness of the methodology and procedures that characterize the “Quality Management System”;
 - Consolidate risk analysis preventively by evaluating the initial impact on processes, planning consequent actions, and assessing their effectiveness in mitigating negative effects; adopt the necessary actions to seize improvement opportunities, integrating them into their processes;
 - Provide adequate staff training by encouraging synergies and exchanges between internal skills and expertise;
 - Respect the legislation and current regulations, including contractual, organizational, environmental, and safety, while maintaining transparent collaboration with the competent Authorities;
- Periodically review this Policy and, if appropriate, make necessary revisions to continuously ensure its adequacy.

The Quality Policy is communicated to all employees and generally to all relevant interested parties through publication on the company's website.

Milan 24/02/2023

The Management