

## Quality Policy

The Management of **Imper Italia S.r.l.**, with its registered office in Mappano via R.Atria n° 9 and production sites in Mappano via Palazzetto 10 and Marano Ticino (NO) via Sempione n°8, within the general policy of the Company, declares its commitment to focusing on the expectations of Customers and other interested parties, in order to obtain their maximum satisfaction.

For this purpose, the management of Imper Italia S.r.l. is committed to implementing and maintaining a Quality Management System based on the requirements of the UNI EN ISO 9001 standard, aimed at:

- Ensuring compliance with applicable mandatory regulations;
- Continuously improving its performance and achieving the set objectives;
- Satisfying the needs of interested parties (shareholders, customers, suppliers);
- Complying with all contractual requirements and interpreting customer expectations and needs;
- Increasing the company's competitiveness by improving the effectiveness and efficiency of the organization;
- Continuously improving processes through the involvement of staff and managers at all levels;
- Motivating and engaging all staff to develop greater awareness of the importance of their role, promoting shared values and correct behavioral models aimed at reducing risks associated with the activities performed;
- Understanding and strengthening the relationship with customers and other interested parties, improving their satisfaction through products and services aligned with expectations;
- Identifying the causes of non-conformities and ensuring prompt and effective solutions;
- Defining improvement objectives and periodically monitoring the results, sharing them with the interested parties;
- Complying with environmental regulations and those related to health and safety in the workplace.

The Management is committed to conducting a systematic and documented Review of the Quality System to ensure its continued adequacy to the requirements of the reference standard, to define measurable objectives aligned with the Company's reality, considering market conditions and customer expectations. During the Review, the measurement criteria for the identified indicators will be established, and the necessary resources and most suitable means will be made available to achieve the identified objectives.

The Management of Imper Italia S.r.l., aware that the contribution of each employee is essential to achieving the company's objectives, has defined roles and responsibilities and is committed to investing in education and training in order to create the most suitable conditions to carry out each activity independently and with full awareness.

*November 2024*

**BRUNO BROCCANELLO**  
IMPER ITALIA S.R.L. MANAGING DIRECTOR

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