

# QUALITY POLICY

Rev.: 0

Date of approval: 21/07/2025

In compliance with IATF 16949:2016 and ISO 9001:2015 standards. The Management of Indel B (in the persons of its executives) undertakes to promote this policy to its employees, collaborators, and all interested parties in general.

The Management of Indel B, in defining its Quality and Environmental Policy, ensures that:

- a) It is appropriate to the purposes of the organisation;
- b) It includes the commitment to comply with the requirements and to continuous improvement;
- c) It is relevant to corporate objectives;
- d) It meets the expectations and needs of customers.

The Indel B Group is committed to the following principles:

- Fulfilling the expectations and needs of the Customers;
- Satisfying the needs and expectations of other interested parties;
- Always guaranteeing the customer the quality of the finished product and on-time deliveries;
- Pursuing a business strategy that takes into account risks and opportunities arising from the context and stakeholders;
- Incentivising and developing a collective commitment to quality within the organisation;
- Aiming to integrate Customers' needs and requirements to enhance customer satisfaction;
- Developing collaborative relationships and partnerships with Customers and Suppliers, working with the aim of establishing mutually satisfactory cooperative relationships;
- Defining planned control actions to correct and prevent non-conformities that impact Customer satisfaction and have negative effects on society and the environment;
- Encouraging active participation and motivation among all company personnel in a pursuit of ongoing improvement, critically and measurably analysing the requirements and performance of different organisational processes concerning the results obtained, their potential, and the opportunities for improvement;
- Striving for continuous innovation in products/services while respecting the requirements and quality levels expected by the Customer;
- Paying attention to and respecting state laws, contractual, quality, and environmental regulations
- Co-operation, involvement and contribution of suppliers;
- The adequacy of resources to achieve the objectives;
- Top management's commitment to quality, its understanding, and dissemination at all levels;
- The fulfilment of legislative compliance obligations.

**General Manager and CEO**

**Luca Bora**