

Metalcam aims to be considered and recognized by its customers, as a reliable, proactive and professional supplier for the production of forgings according to drawing in high-quality steels, as already confirmed by independent tests and by product certifications, which constitute an added value to its customers' business and to safety in every aspect of people's life.

We have been growing since 1907, when Metalcam's mother company was founded as a small local entity in Valcamonica, becoming over time a worldwide entity with such a high expertise everybody is proud of.

Our Know-how is our added value and the regular study of the markets where we operate helps us keeping a global mind, even when we locally act in Italy.

Our employees are our key factor and our moral integrity is the secret to get customers to trust us.

Our personnel is strongly motivated into the respect of the environmental and security policies, also because they actually support Metalcam S.p.A by being active shareholders through the "Lavoro S.p.A.", a management/employees owned society with the 10% of shares.

The **Quality Policy** has been defined by Metalcam General Management and it is in accordance with the following aspects, which must be pursued by the organization.

1. Comply with binding laws, regulations and norms at European and National stage
2. Comply with voluntary regulations adopted and documents defined by the organization such as: Manuals, Procedures, Instructions, Models
3. Spread the knowledge of their policies to all interested parties.
4. Fulfil the requirements of the Quality Management System and maintain its effectiveness over time, in order to increase the satisfaction of all the parties involved
5. Review and if possible, improve the individual processes (both productive and non-productive) also introducing suitable elements to provide guarantees of sufficient control even in conditions of external variables that cannot be controlled
6. Manage human resources in compliance with the criteria of transparency, ethics and social responsibility
7. Meet the contractual requirements and the implicit and explicit expectations of the customer, in order to provide products in compliance with the technical and legislative standards in force
8. Promote staff training, updating and training activities in order to adapt the professional skills to the assigned tasks
9. Improve its organizational structure, aiming at reduction and elimination of redundant information, refine ERP "Panthera", enhancement and awareness of available human resources
10. Promote the company innovation by identifying future technological needs and resources, as far as it is within everyone's competence, without forgetting to optimize what has already been achieved
11. Promote the adoption of raw materials not coming from the Democratic Republic of the Congo and neighbouring countries, in order to keep the supply chain free of conflict minerals



The following **general targets** originate from the Quality Policy:

- a. Improve the organization's ability to adapt to the evolution of the external context.
- b. Ensure that the quality system complies with the reference standards (e.g. ISO 9001; ISO 17025) and ACCREDIA requirements
- c. Maintain Accreditation at ACCREDIA for the services provided by the Laboratory
- d. Act towards a Continuous Improvement, in order to achieve and maintain the compliance over time with the customer's regulatory and mandatory requirements
- e. Release within the organization the principles of the quality management system, in order to involve the whole staff in achieving the prearranged goals, with a view to mutual benefit
- f. Improve the brand towards customers and towards the market
- g. Exclude activities showing situations that may conflict with the needs for independence and impartiality
- h. Manage reports, complaints and appeals coming from customers and suppliers in compliance with the applicable mandatory requirements and system documents, defining procedures and establishing internal responsibilities
- i. Increase the company profits and its market shares, optimizing and reducing costs
- j. Monitor and continuously improve the processes managed by the Quality System
- k. Periodically check the validity and if necessary, update the Policy, the general goals and the related Quality Strategy

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Mario Cocchi
General Manager