

# QUALITY POLICY

Our company is strongly oriented towards achieving maximum customer satisfaction since it is they who recognize the true added value of our work; this objective is based on the valorisation of the skills of internal and external resources, compliance with current laws and regulations, and the pursuit of continuous improvement.

Our attention to the Customer and our commitment to ensuring the maintenance and improvement of our system are made official in our Quality Policy, a document that guides company decisions and represents our commitment to staff, Customers, Suppliers and the community.

For us, the needs, expectations and needs of the Stakeholders become a priority and we operate accordingly; the approach applied is based on professionalism, transparency and responsibility, which are the pillars of our relationship with them.

Following the principles of quality means constantly committing ourselves at all levels of the company to improve internal processes, promote training courses, maximize the effectiveness of teamwork and guarantee a safe working environment, focused on prevention and ergonomics.

Vetroinox promotes maximum involvement of staff by facilitating timely and accurate communication of the information necessary for the correct performance of their respective tasks. Our quality system is designed to constantly monitor the supply of our products and services and achieve improvements in indicators.

The final objective is to provide high quality products, using the best raw materials and cutting-edge technologies. In this perspective, we involve collaborators and suppliers, implement self-control systems and constantly monitor, with concrete measurements, our processes to guarantee results excellent.

The fundamental elements of strategic planning include understanding the vision, mission and values, which are in line with Vetroinox's vision in its market sector, the actions taken to achieve it and the beliefs shared among stakeholders. This strategy focuses on the objective of achieving the "best state of the art" and is based on methodologies based on the theory of results, which implies a constant search for distinctive skills that allow the mission to be maintained efficiently and effectively.

We constantly maintain and update our quality management system in accordance with current regulations, constantly providing appropriate training, audits, and corrective and preventive measures.

11/15/2023