

COMPANY POLICY



The company policy contained in the Environment and Quality Manual and describes the general objectives that the Management sets itself with the implementation of the Management System:

- a) Ensuring the establishment and development of an efficient Integrated Management System consistent with the strategies defined by the Management and with the requirements deriving from the regulations taken as reference. In this context, the constant updating of the Policy is guaranteed, taking care to define objectives that ensure its implementation on the basis of indications from outside and inside the Company (returns from the field);
- b) Pursue Customer Loyalty and Satisfaction and compliance with Laws and Regulations applicable to its products and direct and indirect environmental aspects:
 - collecting and evaluating all indications, customer complaints and "returns", resolving all the causes of non-compliance and, consequently: improving the quality level of the products marketed by intervening, where possible, also on environmental impacts;
 - defining and promoting, through any media, campaigns aimed at improving and developing relations with customers and more generally with the interested parties.
 - promoting the continuous improvement of products by expanding the number of items made available in stock service and implementing a fast and effective delivery service.
- c) Develop partnerships with Suppliers that ensure a supply relationship based on compliance with the technical, organizational and environmental requirements planned with New Mill and ensure complete availability in the management of their production processes from a technical and organizational point of view and at the same time guarantee pollution prevention.
- d) Design and manufacture products that comply with legislative requirements and are increasingly environmentally compatible and pursue sustainable development with reference to economic results correlated with shareholders' expectations;
- e) Guarantee a continuous technological innovation of the processes and methodologies used for their management (designing new ones equipped with innovative and increasingly environmentally compatible solutions) which ensures the company technical and environmental advantages capable of affecting the product, service and economic conditions applied to customers.
- f) Increase the technical and organizational culture of the Personnel by promoting and planning training and training meetings, with more specific reference for those who are destined to fill decisive roles for the Organization and with an impact on product requirements and business processes.
- g) Increase the profitability of the Capital committed by collecting and evaluating, through statistical techniques, the data necessary for evaluating the state of the Organization, with particular reference to costs, market position and profit obtained from the sale of products.

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- h) Maintain an active internal culture of respect for the health and safety of workers, committing to the containment of accidents and the recording of accidents, also pursuing continuous training on health and hygiene aspects, on production, maintenance and control activities and on social aspects directly and / or indirectly connected to the activities;
- i) Systematic compliance with legislation (Laws, Standards, Regulations, International Instruments and their interpretations and compliance with the commitments signed with the Interested Parties including voluntary agreements), applicable to its own social aspects seeking, also in line with the policy of its users and customers, where possible, to reduce the social impact and taking care to monitor and adapt the Management Systems to the transformations of the Social, Cultural and Economic context in which NEW MILL operates.
- j) Ensure compliance with the minimum contributions provided by the CCNL, describing the salary with transparent, detailed and understandable by workers and in compliance with the contractually defined working hours and the freedom to join trade union associations and collective bargaining
- k) Prevent and condemn all forms of discrimination, abuse or coercive, offensive and threatening acts as well as condemn as well as avoid the use of child or child labor;

Guarantee an efficient and effective communication system that ensures NEW MILL and the Interested Parties, and suppliers to be able to contribute to the continuous improvement of the Management System, analyzing and evaluating all available indications and establishing an open and constructive dialogue for the identification of common projects and objectives.

The Management undertakes to review the Company Policy during the Periodic Management Reviews, to ensure that it is still suitable and appropriate for the purposes of the

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