



QUALITY POLICY

Enne Esse Quality Policy is focused on pursuing customer satisfaction, trust and loyalty, as well as full compliance with applicable regulations and mandatory laws.

To achieve this goal, the company's organisation is committed to attaining and maintaining specific objectives which, as a whole, must contribute to achieving the overall quality strategy.

In this context, the Quality Policy should be regarded as a fundamental tool to guide our company towards the improvement of its performance.

To make this possible, the Quality Policy specifically addresses those business aspects that are necessary to ensure success, and in particular:

- all company processes, for which the types and levels of future improvement must be defined, identifying the appropriate indicators for their management;
- customer satisfaction, by defining the expected level and the actions to be taken to achieve it;
- Company Personnel, who, by feeling part of a team oriented towards the achievement of corporate success, must find the most suitable environment and motivation for their own development, safety, and fulfilment. In line with this commitment, continuous investment in staff training and professional development is systematically guaranteed;
- the expectations of the ownership, with regard to achieving the desired level of return in relation to the resources employed;
- the expectations of suppliers, business partners, and all stakeholders, both internal and external, in order to achieve high levels of contribution, cooperation, and shared growth;
- the management of financial, infrastructural, human, and environmental resources, to ensure effective and continuous support for the company's growth and success;
- the constant adaptation of the corporate context, compliance with the expectations of all stakeholders, both internal and external, and the continuous identification and monitoring of risks and opportunities as they arise.

The Management has therefore adopted, for several years, a Quality Management System compliant with the UNI EN ISO 9001:2015 standard and its subsequent amendments and integrations.

This system is aimed at continuous improvement arising from its application as a management tool for achieving the company's goals, including environmental aspects, with particular attention to climate change.

The General Management has primary responsibility for achieving this objective, assigns the relevant responsibilities within the organisation, and ensures the ongoing verification of the Quality System and its adequacy.

The General Management carries out regular reviews, promotes improvement actions, and ensures the continuous suitability of this policy in relation to strategic objectives.

The communication and dissemination of the Company Policy, as well as its objectives, are ensured through the distribution of this document and the documentation of the Company Management System.

This document is available to the public: the Company promotes its dissemination through various communication channels and provides it to anyone who requests it.