

QUALITY POLICY

ANNEX 1 of the Quality Manual



OFFICINE RIVA

With the creation of a Quality Policy, **OFFICINE RIVA S.p.a.** intends to link its image to the high quality standards required by the market. This Policy is summarised in the following points:

Attention focused on the customer's needs

The Customer's needs are promptly assessed and the technical requirements, quality requirements and the most appropriate ways to satisfy these needs are defined.

Particular attention is given to the creation of products tailored to the specifications of each customer, to deal with individual application and performance problems.

High competence and specialisation of personnel

The competence of our personnel, both technical and commercial, is a fundamental element for the efficiency of the processes and the competitiveness of our products. For this reason, the Management promotes the continuous training and professional growth of its collaborators. Furthermore, the Management recognises that people, at all levels, form the basis of the organisation and that their full involvement allows an easier achievement of company objectives.

Technical and organisational innovation

The Management pays particular attention to the innovation of the systems and to the continuous organisational and management renewal, since these are fundamental elements for permanence and growth in a market that increasingly requires specialisation and flexibility. This allows us to develop increasingly technical and specific products for customer needs and maintain competitiveness in a globalised market.

The Management also considers the support of a highly specialised supplier base in step with market expectations to be essential and, where necessary, promotes and supports their growth.

System and product quality

OFFICINE RIVA is aware of the growing market needs in terms of product safety and quality. Its policy is therefore to provide products that satisfy these requests, which comply with the technical standards and mandatory requirements applicable in the country of receipt, in the country of shipment and in the country of destination identified by the customer.

A fundamental prerequisite is a Quality Management System compliant with the requirements of the ISO 9001 and IATF 16949 standards with the application of a **"zero defects"** strategy spread throughout the entire company system.

Continuous improvement

The implementation of a Quality Management System which guarantees the constant monitoring of all activities and timely traceability at every stage of the processes, allows us to identify opportunities for improving products, services and internal processes.

The aim is to stimulate growth objectives in all company areas, to achieve increasingly higher levels of quality and competitiveness, thus guaranteeing the **"zero defects"** strategy.

Legislative requirements

The Management reiterates the importance of complying with the legislative requirements applicable to its environmental and safety aspects, setting itself the objective of monitoring compliance.

This policy is communicated to all employees by posting in all work environments and is also shared with all external stakeholders by publication on the company website.

The Management also ensures the application of the Quality Policy through audits, the analysis of non-conformities, the control of process indicators and the verification of objectives.

Lecco, 13/12/2023 the Board of Directors

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