

IL 05: QUALITY POLICY STATEMENT

Euromet Group considers the continual improvement of its processes, as well as Quality Management Systems, one of the strategic tools to reach the objectives of its own business.

The company aim is to remain at the forefront of the marketing process of raw materials (non-ferrous metals, ferroalloys and pig iron), on the national and international market by constantly updating its offer and always keeping very high standards.

Given its customer-oriented approach Euromet Group has implemented a market strategy oriented to identify customers' needs and requirements, defining and describing the relevant offered services' practices. Therefore, Euromet Group defines and describes its relevant performances offered.

In compliance with these principles Euromet Group promotes all necessary actions so that processes and activities are oriented towards achieving growth through sustainable and responsible trade whose reputation is based on reliability and transparency.

Determined to be at the forefront of its sector, Euromet Group aims to achieve strategic objectives aimed at:

- use an internal organization and method to provide a measure of performances and processes of the Quality Management System, through the definition of monitoring indicators;
- develop innovative products and services that can successfully meet and anticipate customers' expectations;
- value human resources and their professional growth at all levels through tailored training programs;
- **promote quality, ethics and privacy culture through appropriate informative actions towards all staff to increase their knowledge of the matter;**
- optimize and improve the services offered to the customers;
- improve constantly the quality management system;
- **encourage a work environment inspired to respect, fairness and collaboration which allow employee to be fully involved and empowered;**

- act in accordance with the principles and values defined by the Quality Manual, which the company has adopted as an integral part of its organizational model;
- act in full compliance with national and international laws and regulations applicable to the business of the company;
- **use our procedures to control financial and goods flows and to carry out “hedges” on the London Metal Exchange guaranteeing to the customer that Euromet Group is not affected by the risks of price changes both in metals and in currencies. In turn, this allows us to always be able to meet our commitments both with customers and suppliers either on a long-term or spot basis.**

The Management of Euromet Group has implemented a Certified Quality System and undertakes to establish objectives, training programs, guidelines, codes of conduct and procedures aimed at achieving these objectives through:

- A periodically analysis of the company context, in particularly the internal and external factors that can influence company processes.
- The Identification and the compliance with applicable mandatory requirements.
- The sharing of documents aimed at the transparency of commercial activities: Certificate relating to the Quality System, Reach declarations, Code of conduct, Due diligence and CMR relating to Conflict Minerals.

Euromet Group undertakes the understanding and the deployment of the Quality Policy to all the staff.

The Management is directly responsible for the full application of the Management System for the Quality and periodically reviews to ascertain its suitability during the Management review.

During the review all the appropriate initiatives will be taken into consideration for the best implementation of the Quality Policy.

A Director:

Data: 19.12.2022

