

 <p><b>ITALCARRELLI</b> TOP HANDLING SOLUTIONS SINCE 1962 info@italcarrelli.eu www.italcarrelli.eu</p>	<b>QUALITY POLICY</b>	Mod.11.02 Rev.08 09/05/2024	Pag. 1/2
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## QUALITY POLICY

**ITALCARRELLI** is a world leader in the design and **construction of special machines and related technologies for material handling.**

The aim of **ITALCARRELLI SPA**, in pursuing its general objectives and honoring its corporate mission, is to maintain a Quality Management System according to the UNI EN ISO 9001:2015 standard, in order to guarantee an original and high-quality product.

Our Quality Policy is reflected in the selection of objectives that we want to highlight here to ensure the constant commitment of everyone:

- Product quality;
- Customer satisfaction;
- Price competitiveness;
- Adoption of appropriate measures to reduce the climatic impacts on production activities and ensure the health and safety of workers.

The objectives and strategies that **ITALCARRELLI SPA** pursues in the market are oriented towards:

- The pursuit of continuous evolution to provide cutting-edge solutions and technologically advanced machines to improve material handling within a company;
- Offering a wide range of products such as side loaders, inloaders, multidirectional platforms, self-propelled platforms, and much more;
- High quality and reliability of our products, where the **ITALCARRELLI®** brand is a guarantee for all customers;
- Strengthening the human/professional relationship with employees, external collaborators, suppliers, and customers;
- Respecting explicit and implicit contractual commitments;
- Careful communication and assistance towards the customer;
- Professional growth of all collaborators with particular attention to the needs expressed by the customer and the ability to transfer information to their managers, in order to ensure that business processes comply with internal standards and market expectations;
- Paying particular attention to climate changes, ensuring that most of the measures adopted do not impact customer satisfaction.

Additionally, the company takes human rights into account:

- It rejects the use of forced or compulsory labor and guarantees working conditions in compliance with current laws and regulations. The performance of work, both ordinary and extraordinary, is a free expression of the workers' will and is devoid of any form of physical and/or psychological coercion.
- It recognizes its employees' right to association for the defense and promotion of their interests, as well as the right to be represented by trade unions or other forms of representation, according to the legislation and practices in force in Italy.
- It believes that wage policies, benefits, and working conditions should guarantee an adequate standard of living for all workers; for this reason, the company promotes a working condition in which all employees receive fair and equitable compensation and benefits according to the type of work performed and the contractual framework.
- It is committed to respecting the rights of local communities in the countries where it operates and to reducing the social and environmental impact of activities carried out at production sites.
- It rejects any form of discrimination based on ethnicity, skin color, gender, age, disability, sexual orientation, religion, political opinions, nationality, and social origin.

The Quality Policy is disseminated at all company levels through a training and information path, with personnel involved in processes, on the Quality Management System.

In doing so, top management intends to stimulate all company functions towards an attitude aimed at continuous improvement of performance, both in terms of effectiveness and business efficiency, equipping itself with tools to measure and evaluate the results achieved over time.

To this end, top management commits to:

- Establishing and keeping updated the Quality Policy and the quality objectives of the organization;
- Promoting the Quality Policy and objectives throughout the organization to increase awareness, motivation, and involvement;
- Ensuring that the focus of all levels of the organization is on customer requirements;
- Ensuring that adequate processes are implemented to meet the requirements of customers and other interested parties and to achieve quality objectives;
- Ensuring that an effective and efficient Management System is established, implemented, and maintained to achieve these quality objectives;
- Ensuring the availability of necessary resources;
- Periodically reviewing the Quality Management System.
- Making decisions regarding the Quality Policy and quality objectives;
- Deciding on actions for the improvement of the Quality Management System.

Top management, aware of the commitment it asks of the entire company to achieve the set goals, but equally certain that no one will fall short, commits to analyzing and updating this document annually to ensure its constant relevance and suitability with internal and market needs.

**ITALCARRELLI SPA – The Administrator**