

## Quality Policy

January 2024

With the introduction of a Documented system, SOVET srl's management commits to **ensure the quality in the production of its products**, with the aim of satisfying the expectations of the Client and of the other Parties involved, strengthening the reliable and competent image achieved in the sector over the years, and improving its organization. The quality of the service offered by SOVET srl is therefore a key element in the management of the Company.

SOVET srl specializes in the **DESIGN AND PRODUCTION OF FURNITURE AND FURNISHING ACCESSORIES IN GLASS AND OTHER MATERIALS**.

For the foreseeable future, SOVET srl has defined the following **Strategies** aimed at meeting the requirements and needs of the main Parties involved:

- Maintaining high-quality product standards through efficient checks
- Increasing order profitability by working on the efficiency of the processes
- Granting the high professionalism of the personnel

The Quality Management System implies the analysis of the context in which the company works, together with the detection and following analysis of the risks/opportunities to which it is exposed; it includes the definition of the Goals for the quality of both the product and processes on all levels (coherent with the abovementioned Key Success Factors), the quantification and monitoring of the achievement of said goals through a series of indicators, the analysis of the results and the definition of the appropriate standardization and improvement actions.

The **Quality Goals** for the foreseeable future are as follows:

| Goals                                    | Action  |
|--|---|
| A. Extending the target market           | <ol style="list-style-type: none"> <li>1. Strengthening the sales network</li> <li>2. Strengthening the online channels</li> <li>3. Re-configuring the product by combining glass with other materials and increasing its usability</li> <li>4. Implementing brand recognition policies</li> <li>5. Completing the product line in the catalogue</li> </ol> |
| B. Increasing process efficiency         | <ol style="list-style-type: none"> <li>1. Bettering the digitalization of the processes through appropriate management software</li> <li>2. Reducing NCs</li> </ol>   |
| C. Granting a high-level product quality | <ol style="list-style-type: none"> <li>1. Refined design</li> <li>2. Product conformity to the mandatory regulations</li> <li>3. Adequate ergonomics and safety levels for the products</li> <li>4. Eco-friendly products</li> </ol>  |

|              |   |
|--------------|---|
| D. Personnel | <ol style="list-style-type: none"><li>1. Granting a high competence level of the personnel</li><li>2. Bettering task distribution</li></ol> |
|--------------|---|

Such quality goals inherently imply a constant commitment to improvement with regards to both how to best satisfy the needs of the Client and the personnel, and in defining the product/service specifics to allow the constant monitoring and evaluation of their evolution and observance of quality levels that comply with the needs of the market.

In addition to determining undeniable advantages for the Client (in terms of quality and conformity to the proper use of the product) and the personnel, achieving and maintaining the listed goals will also constitute a benefit for SO.VE.T. srl in terms of cost reduction, waste, complaints and inefficiency.

With regards to what was is stated in this Policy, the context, risks and Quality Goals are constantly reviewed to ensure their long-lasting compliance.

Said Policy, Goals and the results achieved by the System, are shared by all levels of the company, both internal and external, by the Clients and the Parties involved.

All personnel are required to cooperate to make sure that the commitments expressed in this Policy are respected and fulfilled.

The management  
*[Guido Porcellato]*