

COMPANY GOAL

Ilmap S.r.l. manufactures thermoplastic and stainless steel filter nozzles for water treatment.

In 2019, the company set itself the goal of adopting a Quality Management System based on the UNI EN ISO 9001:2015 standard, implemented to ensure the effective and efficient use of resources while focusing on customer and other stakeholder needs. Reaching the certification standard UNI EN ISO 9001:2015 is essential, as it represents a strategic factor in competitiveness and market qualification, as well as demonstrating the efforts made by Ilmap S.r.l. in pursuing continuous customer satisfaction. In line with these principles, this Policy has the primary focus of maintaining a consistently high level of stakeholder satisfaction, especially of its customers, and facilitating the participatory and sharing process among its employees and collaborators. Management is committed to ensure that the Quality Policy is implemented, carry out, understood, and shared by all its employees and collaborators, and is also committed to sharing it with all stakeholders. The principles inside this Policy constitute the framework for defining and verifying Quality Objectives. Based on the general principles below, measurable objectives have been defined and monitored during annual management reviews, in order to continuously improve the effectiveness of the Quality Management System.

COMPANY STRATEGIES

General Goals:

During its activities, **Ilmap S.r.l.** has the task of ensuring:

- **Process-based approach:** Ilmap S.r.l. has identified its organization's activities as processes to be planned, monitored, and continuously improved, and optimizes resources for their implementation. Ilmap S.r.l. manages its processes by defining the goals to be achieved and the expected results, as well as the related responsibilities and resources.
- **Customer-focused attention:** to this end, the company is committed understanding the needs of its existing and potential customers, as well as their current and future expectations, and planning its activities to fully satisfy them. Likewise, it operates in compliance with the demands and requirements of the market and all parties involved in its critical processes, in compliance with laws and regulations.
- **Compliance with the requirements of the Quality Management System and Leadership:** Management ensures the continuous and effective improvement of the System by verifying its suitability, efficiency, and effectiveness. It takes responsibility for its effectiveness, making all necessary resources available and ensuring that the planned goals are compatible with the context and strategic directions. It also communicates the importance of the Quality Management System and actively involves all stakeholders.
- **Staff and stakeholder engagement:** Ilmap S.r.l. recognizes that staff and stakeholder engagement, combined with the active participation of all collaborators, are a key strategic element. In this way, the goal is to increase staff awareness and accountability for company goals making use of knowledge, ongoing training, education, and experience to achieve involvement in operational decisions and process improvement. Furthermore, Ilmap is committed to maintain the quality of its suppliers over the years, requiring them to consistently deliver timely services focused on our quality standards.
- **Risk and opportunity assessment:** Management is also certain that the risk-based thinking approach will provide the company with significant added value, enabling it to implement preliminary controls to minimize negative impacts and vulnerabilities. Accordingly, it plans its processes with a risk-based thinking approach to implement the most suitable actions to assess process risks, exploit and strengthen identified opportunities, and promote an appropriate sense of proactivity in risk management at all levels.
- **Continuous improvement:** Ilmap S.r.l. has set itself the ongoing goal of improving the performance of its Quality Management System. To maintain this goal, the company's starting point is a preliminary assessment of the risks and opportunities associated with business processes, followed by internal and external audits, and finally the Management Review.
- **Investing in sustainability:** Constantly promote all actions aimed at preventing all forms of pollution and pursuing continuous improvement of our environmental performance where economically and technically feasible.

Specific goals:

- Optimize the production planning process focusing on quality control of the finished product and processes, also to improve time management and customer order flow.
- Invest in Research and Development resources, adding qualified employees to achieve continuous improvement in the supply of technologically advanced products to customers.
- Ensure focused economic and financial analysis, aiming to offer a technically/economically advantageous service while meeting stakeholder expectations.
- Enhance market image by strengthening relationships with international distributors.
- Continuously improve the quality of company management and the quality of the products, with positive results, both financially and in terms of excellence and external reputation, resulting in full customer satisfaction.
- Continuously review the Quality Policy to ensure that its people, especially employees and collaborators, fully understand its contents and are committed to implementing them, and that stakeholders are kept informed of the evolution of the company's context.
- Pay increasing attention to climate change, working towards its mitigation.
- Reduce the environmental impact of our operations, measuring and managing gas emissions (carbon footprint); this would improve efficiency and convey a sustainable image.

COMPANY ETHICS POLICY

Ilmap S.r.l. is committed to fully complying with all applicable laws regarding fair trade, advertising, competition, and antitrust. We provide products that are free from and do not contain suspect and/or counterfeit parts. We develop, implement, and maintain appropriate methods and processes for our products and services to minimize the risk of introducing counterfeit parts and materials. Based on this, we ensure that our employees do not have agreements that inhibit competition, and we ensure that our employees are aware of their contribution to product compliance. The company is committed to ensure that employees treat people with respect and dignity, encourage diversity and differing opinions, promote equal opportunities for all, and contribute to an inclusive and ethical culture.

Ilmap S.r.l. strongly believe in equal employment opportunities and are committed to provide them to employees and applicants regardless of race, ethnicity, religion, color, gender, national origin, ancestry, sexual orientation, gender identity or expression, marital status, family structure, genetic information, or mental or physical disability. We promote a safe, respectful, and productive workplace by establishing and maintaining fair labor practices, including compliance with laws prohibiting harassment.