

Modulblok has made Customer satisfaction the guiding principle for excelling in its reference market. The Company Management therefore considers it essential to maintain the certification status of its Quality System in compliance with UNI EN ISO 9001 and to continuously improve it, so that all Customers are guaranteed:

1. **Products, processes, and services** that meet their needs and expectations while complying with all applicable statutory and regulatory requirements, including those related to product safety, with particular attention to workplace safety and environmental protection;
2. **Punctual execution** of processing activities, product delivery, and service provision, by constantly planning, scheduling, and monitoring the progress of production, processing phases, and service delivery;
3. **Product quality**, through tests and inspections on raw materials and throughout all stages of processing and service execution, in order to:
  - prevent non-conformities
  - increase Customer satisfaction

The company has also integrated its Management System with the specific requirements of **ISO 3834-2** (quality requirements for fusion welding of metallic materials, comprehensive level) and with the certification of the **Factory Production Control (FPC)** in accordance with harmonized standard **EN 1090-1**, which allows CE marking of the structural components of its systems. Together with the Declaration of Performance, this provides assurance of structural performance up to **Execution Class EXC3**. All our pallet racking systems are designed in compliance with **EN 15512**. For the development and improvement of our processes, methodologies inspired by **Lean Thinking** are applied.

Employee participation in all activities promoted by the Company is encouraged and enhanced, making personnel actively involved in achieving the objectives defined annually during the management review, through continuous training at all levels and by fostering full awareness of their role.

Our organization is therefore committed to providing **safe and healthy working conditions** for the prevention of work-related injuries and illnesses, considering the operational context and adopting risk assessment techniques, also aimed at minimizing environmental impacts.

The Company considers the **health and safety of its employees** a top priority (and has therefore certified a safety management system in accordance with **UNI ISO 45001**), along with **environmental protection**, for which the production equipment is regularly maintained to safeguard both internal and external environments. All environmental requirements are managed through an environmental management system compliant with **ISO 14001**. Since 2024, we measure the quantity of **greenhouse gases** emitted by our organization into the atmosphere, with our assessments verified by a third-party body as required by **UNI EN ISO 14064**.

Particular attention is given to **energy efficiency management**: Modulblok has installed a photovoltaic system with a nominal production capacity of **900 kWh**. Furthermore, every acquisition of new equipment and/or installations is approved also based on the potential reduction of current energy consumption.

The above principles form the foundation for defining objectives and developing processes, with a focus on:

- establishing strategies that consider not only quality commitments but also safety and environmental impact
- encouraging staff participation and awareness of these principles
- adopting a customer-focused approach by prioritizing efficiency and controlled effectiveness while maintaining cost-effectiveness, essential for the sustainability of an organization such as ours, and ensuring worker health and safety and environmental compliance
- developing the organization while always keeping in mind the need to reduce safety and environmental risks.

Based on these principles, Management and employees at all organizational levels aim to achieve the following continuous objectives:

- maintaining the certification status of our Quality and Safety Management Systems, in line with evolving standards
- maintaining an effective Environmental Management System and reducing environmental impacts
- improving Management Systems through continuous upgrading of management software
- consolidating our position in the industrial racking and warehouse logistics sectors
- meeting Customer needs and expectations, demonstrated by sales performance, number of key Customers, and the constant reduction in complaints
- establishing a structured supply chain that optimizes logistical and operational flows with suppliers
- achieving zero workplace injuries
- ensuring the safety of service personnel and personnel operating at installation sites, and verifying compliance with health and safety requirements by contractors performing assembly services
- achieving the planned operating profits.

Specific performance indicators are defined by Top Management and reviewed annually during the Management Review.

Constant contact with Customers is ensured through our availability for dedicated meetings aimed at discussing and analysing their needs and expectations. For any communication, Customers may contact [info@modulblok.com](mailto:info@modulblok.com). The same address may be used to report issues related to production or matters covered in this policy.

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