

Vision, Mission and Values

The company's quality policy is inspired by and based on:

1 VISION

The ongoing pursuit of excellence in the company's key strategic areas, such as: competitiveness in terms of quality of materials and products supplied and pricing; creativity and customer service, achieved through an understanding of customers' needs and expectations, developed with a constant and careful monitoring of service delivery.

Development of the strong commercial focus that first inspired and has characterized the company's activities over time.

The achievement of strategic objectives is always subject to compliance with sector regulations and the requirements of Legislative Decree 81/01 regarding health and safety at work.

2 MISSION

The pursuit of a return on invested capital within a framework of continuous company development.

Customer satisfaction through a consistent relationship with the principles of the strategic vision. The utmost attention to health and safety aspects in all workplaces for employees and all stakeholders.

3 VALUES

To realize its vision and mission, the management of DUE EMME S.r.l. is committed to fostering a culture of quality by ensuring that all staff embrace and uphold the company's ethical and corporate values.

The company is constantly striving to understand its internal and external environment in order to better identify the typical risks of its business and, where possible, to mitigate them through specific objectives (a culture of 'Risk-Based Thinking').

The values, in relation to the customer, are:

- Listening, collaboration, reliability, innovation, competitiveness, transparency, entrepreneurship.

The values regarding our employees are:

- Loyalty, sense of belonging, responsibility, professionalism, clarity, dialogue, safety, environment, fulfilment, respect, recognition, flexibility.

The management of DUE EMME S.r.l. is committed in supplying products and materials that meet the implicit and explicit needs of the Customer and its stakeholders, in accordance with contractual obligations, applicable regulations, product specifications and the Company's Quality Management System.

The responsibilities and the control measures necessary for the implementation, maintenance and improvement of the Quality Management System are described in the Company Manual and in the procedures.

The Quality Management System adopted complies with the ISO 9001 (UNI EN 9001) standard, 2015 edition, and is regarded as a tool supporting all company processes, both business-specific and cross-functional.

The provisions set out in the company's objectives and in the decisions and strategies of the management of DUE EMME S.r.l. constitute a clear obligation on the part of all the company's staff and employees, in relation to their duties and responsibilities, to ensure that commitments to the customer are met and to prevent, rather than detect, non-conformities and/or complaints or damage to the company's reputation.

Achieving the desired quality requires the commitment and participation of all members of the organization at all levels. The commitment and ultimate responsibility for quality management rest with and belong to the Management.

Quality management encompasses strategic planning, the provision and allocation of adequate resources, and other systematic activities aimed at quality.

The organizational structure, the definition of roles and responsibilities, the procedures, processes and resources implemented for corporate management form the backbone of the Quality System of DUE EMME S.r.l.

The quality management system is designed as a flexible tool, constantly evolving and ready to adapt to internal corporate changes, the context and the market.

All managers are responsible for identifying and analyzing issues relating to the products and services provided to customers (for example: non-conformities, reports, customer complaints, requests, etc.).

Managers of individual processes are also responsible for providing the most appropriate solutions in accordance with the management system and the company's objectives, and for verifying their implementation.

The company's management sets achievable and measurable objectives on an annual basis to assess the implementation and effectiveness of its budget, its processes and the provisions of this Quality Policy.

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Legale Rappresentante
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