



INTEGRATED POLICY

Minuter considers the quality, reliability, and safety of its products and services as a fundamental element of its strategy, with the goal of meeting the expectations and needs of Customers and all Relevant Stakeholders. The organization is also committed to sustainability and environmental responsibility through daily activities, pursuing the continuous improvement of the entire organization.

The Management of Minuter is constantly committed and actively involved in supporting its Customers, with the primary goal of:

- Achieving maximum Customer satisfaction: providing products and services that fully meet contractual requirements in an efficient and cost-effective manner, focusing on the prevention of non-conformities rather than on their detection and correction.
- Consistency in product quality: delivering products and services that meet Customer needs, ensuring stable and reliable quality in both features and execution.
- Continuous improvement: pursuing the ongoing improvement of company performance by adopting all possible measures to eliminate or minimize non-conformities and Customer complaints, while optimizing the cost/quality and price/quality balance.
- Compliance with applicable laws: taking all necessary actions to ensure full compliance with current legislation, particularly regarding environmental protection, health, and safety.

Through this Integrated Policy, Minuter intends to express the commitment of its Management to establish, implement, and maintain an effective Quality and Environmental Management System aimed at continuous improvement. The Management is committed to meeting all applicable requirements of its Management System.

To ensure the achievement of these objectives, the Management undertakes to provide all necessary resources, both financial and technical, in order to:

- Promote and disseminate within the organization a corporate culture oriented towards delivering high-quality products and services.
- Train and engage employees and collaborators in the prevention of errors and in solving issues related to quality, environment, and safety.
- Improve the efficiency of work tools and ensure the availability of high-performing equipment and machinery.
- Measure and monitor organizational performance through specific effectiveness and efficiency indicators developed for each key process.
- Respect the environment, with particular focus on preventing pollution and reducing the impact of business activities, constantly working to minimize the waste generated by operations.
- Pursue continuous improvement in environmental performance, with special attention to waste, by-products, and consumption (e.g., reducing emissions from company vehicles).

Human resources are considered a primary organizational asset. People at all levels represent the foundation of the organization, and their full involvement enables the achievement of organizational objectives more effectively.

The Management therefore invites all resources, both internal and external, that are part of Minuter to collaborate so that the achievement of the above-mentioned objectives may foster the dissemination and continuous improvement of this Integrated Policy, creating a positive opportunity for growth and satisfaction for the entire Organization. These objectives represent the starting point for the definition of more specific and detailed targets established by Management, which set out the activities to be carried out, the functions involved, and the reference indicators for monitoring results.