

## Quality and Environmental Policy

The company aims to ensure customer satisfaction in line with their needs and expectations and to protect the environment and respond to climate change, balanced with the needs of the socio-economic background.

To this end, the company implements an integrated management system according to international standards UNI EN ISO 9001:2015 and UNI EN ISO 14001:2015.

### Concerning the Quality Management System, PM Microwave commits itself to:

- Offering products and services that satisfying customers and implicit requirements according to the specified use and the needs of the mandatory standards and regulations applicable to our business sector;
- Cooperating with the customer in product definition and service arrangements, to gain the customer's trust, which is the result of mutual exchange of experience;
- Consolidating management methods under ISO standards and adopt a risk assessment approach;
- Pursuing continuous improvement and optimization and management processes to reduce waste of means and resources.

### Regarding the Environmental Management System, PM Microwave commits itself to:

- Obtaining certification from an accredited third party;
- Defining the applicable legal obligations and perform its activities in compliance with said obligations;
- Protecting the environment;
- Reducing the environmental impact of its business activities;
- Containing energy and water consumption;
- Preventing or manage environmental accidents and emergencies;
- Pursuing the continuous improvement of the management system in order to better the environmental performance.

### To achieve these intentions, PM Microwave:

- Maintains an active Quality Management System certified by an accredited third party;
- Implements an Environmental Management System;
- Analyzes the context in which it operates, defines stakeholders relevant to Integrated Management System and their needs and expectations;
- Analyzes risks and determines actions to prevent and manage them;
- Identifies opportunities for improvement and strategies to take advantage of them;
- Establishes a manager or team of managers for Quality Management and Environment directly reporting to general management;
- Monitors processes through performance indicators (KPIs);
- Updates objectives and reviews the Quality and Environment policy to ensure its continued suitability;
- Monitors the quality of suppliers it has selected as strategic;
- Sensitizes, within the scope of its competence, internal staff to behaviours appropriate to the IMS;
- Follows and pursues the methods provided by the Environmental Management System to protect the environment and respond to changing environmental conditions in balance with the needs of the socio-economic background;
- Supervises and ensures the effectiveness of the IMS through internal audits, process controls, and data analysis;
- Equips itself with state-of-the-art CNC machines and tools to ensure and improve the quality production process;
- Adopts SAP Business One as a business management tool to ensure interoperability with its Business Partners;
- Shares the Quality and Environment Policy with co-workers and business partners as appropriate.

General Management, in collaboration with the Quality Management System Manager, periodically reviews product, process and service indicators to assess the effectiveness of the Quality and Environmental Management System and their impact on the set objectives.

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