

Metalsecure SRL has been working in the agricultural and automotive field for over 50 years, first as MECCANICA ARCHETTI and then METALSECURE, and for 20 years it has been maintaining a quality management system in compliance with ISO9001 - ISO IATF16949 (formerly TS16949), so to ensure maximum quality and efficiency for all its partners.

Metalsecure is focused on providing reliable and innovative solutions for the truck and agricultural industries, pursuing operational excellence and customer satisfaction through the definition of strategic goals. Our policy is aligned with the requirements of automotive regulations, assuring compliance and continuous improvement by prioritising product quality, customer satisfaction at all levels and compliance with mandatory requirements.

The strategic objectives set by the Board of Management to be pursued and maintained through the Quality System are as follows:

- **Customer centricity:** Our customers' needs are the focal point of all our activities. We guarantee timely solutions and excellent customer support.
- **Training and Personnel Engagement:** We invest in continuous training to increase skills and empowerment at all levels.
- **Collaboration with Partners:** We work in close co-operation with suppliers and customers to create shared value along the entire production chain.
- **Risk Management:** We apply a proactive approach to identify, analyse and mitigate quality, safety and compliance risks.
- **Technology and Innovation:** We use the latest technology to improve our processes and maintain a competitive edge in the industry.
- **Sustainability and Responsibility:** We operate sustainably, minimising the environmental impact of our activities and promoting ethical procedures throughout the supply chain.

To maintain and fulfil these objectives, the company bases its system on the 7 principles of Quality

1. Customer focus

Customer satisfaction is our priority. We thoroughly understand the specific needs and expectations of our partners, ensuring high-quality products and services that exceed expectations. We regularly monitor feedback in order to continuously improve our offer.

2. Leadership

The Board of Management promotes a culture of responsibility, commitment and transparency, ensuring that every member of the organisation understands and shares the company's objectives. Leadership guides as an example, fostering a collaborative and motivating environment.

3. Active involvement of People

We recognise that people are the company's most valuable resource. We invest in continuous training and promote the active involvement of all workers, encouraging creativity and knowledge sharing. We believe that a motivated team is the key of success in achieving our goals.

4. Process Approach

We manage business activities as interconnected processes, improving the consistency, efficiency and effectiveness of our operations. This approach enables us to optimise resources and improve results in terms of quality and sustainability.

5. Continuous Improvement

Continuous improvement is at the core of our business strategy. We use tools such as performance analysis and risk management to identify areas for improvement and implement corrective actions. This ensures constant growth and proactive adaptation to market changes.

6. Evidence-based decisions

Our strategic and operational decisions are based on evidence and in-depth analysis. Through a monitoring and reporting system, we gather information to make informed decisions and minimise risks.

7. Relationship Management

We value long-term relationships with customers, suppliers and other stakeholders. We actively cooperate with our partners to create mutual value, fostering trust, open communication and shared success.

The Executive Board is committed to promote, support and periodically review this quality policy, verifying that it is fully understood, applied and supported at all levels of the organisation. It also ensures that the required resources are available to achieve the defined objectives.

Through an integrated approach and transparent communication, we strive to build trusting relationships with customers and stakeholders, consolidating our position as a reliable and innovative partner in the truck and agricultural industry.

Quality at Metalsecure: it is based on respecting what was proposed and agreed with the customer!

Operational prerequisites:

- 1) Customer:** focus on the requirements that determine the standard to be agreed
- 2) Processes:** efficiency and effectiveness in the execution of the agreed standard
- 3) People:** trained to create results by meeting the agreed standard

**Product and customer service quality determines
productivity and business success**

Board of Management