

GR Elettronica is a Company of people, for people.

We have been producing electronic systems and equipment based on customer specifications and aimed at different industries for over 25 years. We believe in passion and innovation: our starting point as well as our real strength.

They fuel our engines, enable us to continuously improve our performance and confidently lead us into the future.

We believe in the human relationships we build every day not only with our customers, suppliers and partners, but also in-house, thus creating a **healthy stimulating environment**.

We believe in excellence and continuous improvement, and that is the direction we are headed.

OUR MISSION CONSISTS IN UNDERSTANDING AND MEETING CUSTOMERS' REQUIREMENTS, REQUESTS AND EXPECTATIONS IN AN EFFORT TO EVENTUALLY EXCEED THEIR EXPECTATIONS THROUGH CONTINUOUS IMPROVEMENT.

Fairness, transparency, consistency, determination and passion are the values driving our **team** towards the mission we have undertaken, based on:

1) Continuous technological innovation.

2) Know-how verticalization with ever better qualified staff thanks to regular training, general acculturation, awareness and motivation.

3) Ethics by fostering fair, decent and respectful behaviours inside and outside the Company.

Our Global Strategy is centred upon cultural and technological innovation, which mainly focuses on:

- Assessment of corporate risk in order to enable our organisation to:
 - o Determine any factors liable to cause processes to deviate from set targets.
 - o Take preventive actions to minimise any negative effects.
 - o Make the most of any opportunities offered by the market by foreseeing its trends.
- Maximisation of the value and growth of human resources.
- Continuous innovation in processes and flows in order to make the Company more streamlined, productive, efficient and competitive on the market.
- Constant propensity to invest in technology and know-how.
- Careful and targeted expansion of our customer base.
- Systematic control of fixed costs and increased efficiency.
- Reduced scraps, wastage, variability and losses in the supply chain.

All the above can be summarised by the definition of a new organizational Corporate Culture, which entails a major change in the way decisions are made, control is exercised, targets are defined, people are motivated, information to be made available is selected, and people's learning and growth are fostered. In order to be able to tackle a competitive context that is getting more and more VUCA, a Company needs to redesign new business and leadership models through:

- **Less verticalized decisions** by creating a protected environment where mistakes are instructive, thus limiting any devastating consequences.
- **Self-organisation**, where people will no longer be working but will be responsible for something and someone.
- **Proactivity** in order to generate more and more challenging targets.
- **Adoption of the one-to-one model** in order to drive not only skills but also emotional resources.
- **Thoroughly transparent information** in order to allow people to be more engaged and invested with responsibility.

The leadership's task will consist in facilitating people's learning by working on values and skills and creating a context that makes learning easy through concrete actions and the relevant dissemination, in line with an organisational plan in which people will wish to take part in the future.

THE CREATION AND DISSEMINATION OF LEARNING ARE TWO COMPLEMENTARY PROCESSES THAT SUPPORT EACH OTHER.

This Policy is the reference framework for setting specific quality targets to be continuously monitored and analysed through performance indicators (Target Plan).

This Policy will be regularly reviewed and updated as appropriate and necessary - at least once a year at the Management Quality Review.