

GR Elettronica has been producing for 30 years electronic equipment and systems based on customer specifications for different industries. We believe in cultural and technological innovation and passion, which drive our daily activities and the planning of our strategies over time. We believe in excellence and continuous improvement - 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.

STRONG CUSTOMER ORIENTATION AND CAREFUL CHOICE OF INNOVATIONS ARE THE FOUNDATIONS WE LEVERAGE.

The values with which GR's General Management and staff work on a daily basis are as follows: fairness, transparency, consistency and determination. They accompany us towards our mission of a radical change based on two factors that are separate and complementary at the same time:

1) Innovation in technologies and skills.

Without technology, quarantines would have been even harder and the economy would have got completely frozen. Darwinian selection will spare those businesses that will be able not only to survive but also to meet the requirements of the new world.

What we have finally come to understand is that technology serves us and can support a good vision and strategy, but not replace them.

Everything is doomed to change: social relationships, use of technologies, the organization of businesses and work.

This is the time to pursue change and plan the future.

It has become key to work with great conviction and EFFICACY on the subject of skills, i.e. the only guarantee of employment for workers and competitiveness for businesses.

2) Management of openness to change.

The cultural shift no longer applies only to our pre-COVID-19 evaluations; now it also entails an unavoidable social change.

Some changes brought about by the COVID-19 emergency will become permanent, thus transforming the whole society. Smart working is unlikely to end with the crisis, at least in some industries. Major traditional fairs may not be the same as before.

We will soon witness a rearrangement of the tectonic plates Western society is rooted in - inevitably so!

If we have to reinvent our business, lives and visions of the world, each of us - both people and businesses - will be a start-up exposed to high risks but also huge opportunities; and we'll need to be able to make the most of them by paving the way for radical change beforehand!

Therefore, our Global Strategy stays centred upon cultural and technological innovation. In fact, it builds on such foundations in order to focus on:

- Assessment of corporate risk in order to determine any factors liable to cause processes to deviate from set targets, take all the preventive actions needed to minimize any negative effects, and make the most of any opportunities offered by the market by foreseeing its trends;
- Continuous innovation in processes, flows and technologies in order to first make the Company ready to cope with the challenges posed by the new world and then make it more streamlined, productive, efficient and competitive on the market;
- Systematic control of fixed costs and wastes in order to achieve a reduction in scraps, variability and losses in the supply chain;
- Radical social and cultural change: development of technical skills and know-how, revision of strategies to make them more suitable to the new requirements and new market profile, flexibility and adaptability in work organization.

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 continuously evolving competitive context, a company needs to redesign new business and leadership models through, for instance:

- **Self-organisation**, where people will have not a job but a responsibility for something and someone;
- **Proactivity** in order to generate more and more challenging targets
- **Thoroughly transparent information** allowing 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.

Casenuove di Osimo, 2nd September 2020

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