

5. Annex A. CAVAGNA GROUP QUALITY POLICY

In order to strengthen the competitiveness and promote customer loyalty, the Board of Direction of Cavagna Group received from the Share Holders meeting the following primary objectives: **customer satisfaction both within the Group and outside the Group**, constant monitoring of the overall cost-structure of Cavagna Group, **continuous improvement of performance, maintenance of the efficiency and efficiency** of the Quality management system, compliance with applicable **requirements and regulations** (including safety & environment and personal data protection and security) and the **ethically correct conduct of business practices** (including, for example, non-money laundering, non-recourse to anti-competitive practices, respect of the intellectual property, the truthfulness of marketing and advertising).

Based on this visual strategic, Cavagna Group is committed to:

- Improve **decision-making and interaction processes** between the various entities of the group;
- Prioritize **decision-making and execution time** compared to a super-structured system;
- Create **project groups** to support initiatives that impact the group by involving the best available resources;
- Increase the communication and engagement process to spread a **strong culture and identity of the Group**;
- Adopt a logic of **responsibility and delegation** at the operating unit level by prioritizing premiums based on results;
- Carefully manage **key and critical professional resources** in the business processes of individual Divisions

In the awareness of the importance of human resources in the operational of individual processes, the Board of Direction is committed to maintain adequate resources at all levels, identifying staff training needs in order to plan coherent and targeted interventions to ensure the maintenance of skills, professional growth and the right motivation

The Board of Direction is also committed to define and measure performance, formalizing them in the Annual Quality Plans issued by each Division and shared them to all staff, strategic objectives /Key performance indicators / goals consistent with the resources and role that Cavagna Group has.

The achievement of these goals allows to increase presence on the market and to make customer satisfaction and meeting the requirements the discriminating factors of solidity in a highly competitive market.

For the Shareholders Meeting

Davide Cavagna

Date

12/_03_/_2020_