

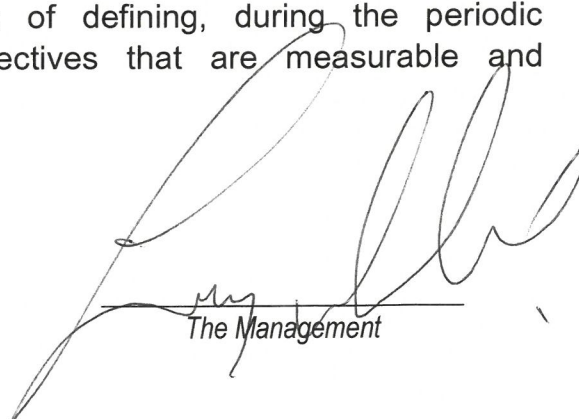
	Business Context Analysis Quality Policy	AdC All.1
		REV.4 dated 30/09/2024
		PAG. 1/1

The ownership of ALL GLASS wants to achieve objectives that are clear and correctly identified by all employees. These objectives are:

- Providing our customers with products and services that comply with clearly defined requirements. Requirements must guarantee long-term customer satisfaction.
- Fostering a processes approach.
- Constantly assessing risks that may lead to customer dissatisfaction.
- Continuously improving our business processes, services and technologies in order to meet our customers' expectations.
- Developing and constantly monitoring business processes to avoid a deviation between regulatory/technical developments, market demands and stakeholder expectations
- Training our personnel in such a way as to avoid deviations from requirements and emphasising error prevention.
- Taking into account the requests and expectations of stakeholders interfacing with the company, in order to develop, for and with them, relationships of collaboration and involvement.
- Taking into consideration all changes in internal and external factors that influence the company's operations both directly and indirectly so as to always correctly carry out the Risk and Opportunity Assessment of the market in which All Glass S.r.l. operates.
- Training staff to be responsible and aware that their behaviour may have negative consequences for the company's business (sanctions, attendance restrictions, health issues).
- Furthermore, drawing attention to climate change so that each employee - according to their role - can better manage the current situation through small organisational improvements.

The Management assumes the task of defining, during the periodic Management Review, short-term objectives that are measurable and consistent with the above objectives.

Date: 30/09/2024



The Management