

	QUALITY MANAGEMENT AND PRODUCT SAFETY SYSTEM MANUAL	ANNEX 3 MQS
		REV.: 01
	POLICY FOR QUALITY, LEGALITY, AUTHENTICITY, SUSTAINABILITY AND PRODUCT SAFETY	DATA: 29.01.24
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From: Company Management

To: All Office Staff

The family has preserved and renewed the tradition of processing precious metals in leaf form since the 1600s. For over 15 generations, the Manetti family has practiced the art of goldbeating. Our production of gold, silver, palladium, and platinum leaf is 100% Made in Italy and takes place within our facility in Campi Bisenzio, on the outskirts of Florence. Manetti gold and the other products bearing our brand are created with meticulous quality control: we guarantee certified sourcing of conflict-free gold and batch traceability, as well as monitoring of every single phase of the production processes, through to commercialization.

The Company is aware that its success lies not only in the ability to meet the expressed needs of Customers in terms of Quality, Legality, Authenticity, Sustainability, and Product Safety, but also in anticipating them. In this regard, all the experience acquired and continuously developed through its activities becomes the added value that accompanies every product manufactured and sold.

With the adoption and application of a Management **System for Quality, Legality, Authenticity, Sustainability, and Product Safety** in compliance with international standards ISO 9001:2015, ISO 22000:2018, ISO/TS 22002-1:2009, FSSC 22000:2023, ISO 22716:2008, and EFfCI GMP 2017, the Company believes it is laying solid foundations for significant development through:

- a) compliance with mandatory regulations regarding product conformity and safe use, product guarantee, and environmental impact.
- b) continuous pursuit of Customer Satisfaction (through constant improvement of technical knowledge and product innovation, production process results, and services provided to Customers).
- c) the design, manufacturing, and production of beaten Precious and Semi-precious Metal products, as well as innovation and development of quality standards positioning products in a market segment intended for the most demanding Customers and providing services that directly or indirectly enable effective and efficient commercialization.
- d) the selection and development of collaborative relationships with Raw Material and Finished Product Suppliers that allow expansion of the product range available to the market and increase innovative and production capabilities for commercialization of such products.
- e) ensuring constant monitoring and development of the production process for beaten precious and semi-precious metal products, allowing the Company to enter new markets and strengthen a brand already recognized in many countries worldwide.

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f) ensuring continuous technological innovation of processes and methodologies used for their implementation (by designing new ones equipped with innovative and increasingly efficient solutions) to guarantee technical advantages that positively impact products, services, and economic conditions offered to Customers.

g) ensuring continuous improvement of competencies and professional skills within the Company by raising the technical and quality level of the workforce and all those who directly or indirectly collaborate with the Company.

h) issuing and updating the Corporate Policy, ensuring the definition of Objectives that guarantee its implementation based on input from Interested Parties and internal feedback (field returns).

i) establishing an efficient Management System consistent with strategies defined by Top Management and with requirements derived from the applicable standards.

j) pursuing a policy of continuous improvement of all Company Processes while respecting the values and principles on which the Company has built its history and development, acting on activities under its responsibility and/or those delegated to suppliers.

k) defining, implementing, and monitoring processes capable of minimizing resource use, reducing losses and waste, and limiting environmental impact.

l) initiating a verification process of corporate sustainability status from economic, social, and environmental perspectives and developing a multi-year improvement plan.

To achieve these Objectives, Top Management undertakes to:

- continuously monitor Customer satisfaction to verify full compliance with all requirements and promote mutually beneficial exchange.
- ensure adoption of continuous improvement criteria for products, processes, and services through analysis and implementation of all collected information — internally and externally — and systematic compliance with all legal requirements.
- establish and verify the needs required to achieve these Objectives in line with Top Management guidance, ensuring availability of all necessary resources (human, material, and intangible) and carrying out continuous training and information activities for workers and all personnel involved in operations.
- adopt Plans for continuous improvement of the effectiveness of the Management System, defining objective and measurable goals during periodic Management Reviews, consistent with this Policy, which constitutes their framework of reference.