



RGPBALLS CORPORATE POLICY

RGPBALLS' mission is to allocate and optimally use human, productive and financial resources to make its product and service offer competitive, professional, flexible, and qualitatively impeccable, in compliance with its strategic positioning and long-term profitability.

It is also RGPBALLS' intention to ensure the sustainability of its activities going beyond mere compliance with mandatory regulations to actively promote environmental and social responsibility.

RGPBALLS' commitment is therefore translated as follows:

ENVIRONMENTAL

- Pursuing continuous improvement of its environmental performance by minimizing the potential environmental impacts of its activities and services;
- Reducing the use of third parties to reduce the environmental impact of the organization at a logistical level;
- Continuously investing in green technology in line with its financial capabilities;
 - Ensuring systematic compliance with applicable international and local environmental legislation;
 - Ensuring that all employees understand their environmental responsibilities and the importance of their contribution in complying with the requirements of the management system, including through training sessions;
 - Promoting the responsibility of collaborators at all levels towards environmental protection and implementing staff information and training programs;
 - Meeting the needs of interested parties where possible;
 - Encouraging the logic of sustainable purchasing, rewarding the environmental and social performance of suppliers;
 - Promoting the use of recycled raw materials and designing recyclable products;

QUALITY:

- Constant determination in the search for and elimination of non-conformities from customer complaints in the belief that a defect can lead not only to a corrective intervention (and related costs), but also to possible liability actions for damages;
- Monitoring appropriate customer satisfaction indices;
- Pursuing assiduous and constant collaboration with service providers to activate relationships based on continuous and joint growth of overall quality, through monitoring of the conformity index from supplies;
- Pursuing the ever scrupulous and careful training of its collaborators;
- Improving the work environment and stimulating the participation of resources in the improvement of services through internal satisfaction checks;
- Verify compliance with contractual requirements agreed with customers and verify the results obtained by verifying customer satisfaction;
- Insert measurable objectives relating to the production process;
- Commit to minimizing non-conformities;
- Commit to increasing awareness among its collaborators.
- Support the process of corporate transformation from a predominantly commercial reality to a local Italian production to increase corporate efficiency, improve innovation, have direct control of processes and be more responsive to customer requests in terms of product customization.

HEALTH AND SAFETY:

- Conduct their activities in a way that safeguards workers and provides safe and healthy working conditions for the prevention of work-related injuries and illnesses;
- Comply with applicable laws and regulations;
- Provide mandatory training by integrating it with specific company issues;
- Make targeted investments to improve the functionality and safety of equipment, machinery and work environments, providing employees with personal protective equipment and monitoring their use, to eliminate, as far as possible, dangers and reduce OSH risks.
- Provide staff with the necessary tools to ensure that a sharing process is effective and that tends to improve awareness of the role that each person plays

and promote ideas for improvement, including consultation and participation of workers and their representatives.

Give staff the tools necessary to ensure that a sharing process is effective, which tends to improve awareness of the role that each person plays and promote ideas for improvement.

SUSTAINABILITY:

- Promote sustainable development by integrating environmental, social, and economic criteria into corporate decisions;
- Reduce the environmental impact of activities and products throughout the lifecycle, from design and production to distribution;
- Foster energy efficiency, responsible resource use, and sustainable waste management;
- Encourage the adoption of innovative and green technologies compatible with the company's financial capabilities;
- Engage employees, suppliers, and partners in promoting sustainable practices, including through training and awareness programs;
- Communicate transparently on sustainability objectives and results, fostering continuous improvement.

The General Management, for its part, undertakes to periodically review this Policy to ensure its continued suitability.

General Management
Cinisello Balsamo, 01/09/2025

