

Quality Policy:

Without prejudice to the professionalism and competence of the individual components of **Orchidea Preziosi S.p.A.** from which we must not derogate, the customer remains the element to which the organization must strive. The maintenance of the certification of the quality system is considered by the Management, an indispensable means for obtaining the full satisfaction of all customers as well as a tool for measuring company performance.

It is the organization's policy to apply the following strategic lines:

- Respect the requirements relating to the products requested by the customer, those defined in the **Orchidea Preziosi S.p.A.** catalogs and the requirements mandatory by the law;
- Continuously review the Quality Policy to ensure that everyone understands its contents;
- Provide competitive products and qualified assistance to achieve and maintain customer satisfaction;
- Measure the adequacy and effectiveness of the quality management system by means of process indicators and related objectives to be reviewed periodically;
- Identify and monitor the factors that can be reasons for customer satisfaction and identify ways to increase customer satisfaction with the targeted objectives set out in the Improvement Plan;
- Dedicate the necessary resources to continuously improve the degree of customer satisfaction and the performance of the various processes;
- Obtain a satisfactory economic result in relation to the established budgets;
- Inform and make the staff aware of the importance of their role within the organization in relation to corporate strategies; instruct and update the staff for the performance of production activities;
- Pay the utmost attention to identifying and satisfying the needs of the staff;
- Guarantee a constant action of enhancement, motivation and professional growth of the employees;
- Prevent or correct non-compliant situations through targeted actions;
- Continuously improve the image of a responsible and efficient company;

The Quality Policy is implemented daily by all staff and under the constant attention and supervision of the Management.

The Quality Management System, compliant with UNI EN ISO 9001 standards, represents the fundamental management tool for achieving the defined quality objectives; the Management, taking into consideration the internal and external factors relevant to its purposes, implements the following strategies that influence the ability to achieve the expected results for its quality management system.

In addition to quality, we recognize the importance of our Social Responsibility. This is why we set ourselves the goal of respecting certain themes.

Business ethics:

- Commitment to carry out and conduct business with the utmost respect for ethical standards, ensuring integrity, transparency and compliance with applicable laws;
- No practice of subornation and / or corruption;
- Fight against money laundering and / or the financing of terrorist activities;
- Commitment to make known in full and in detail the characteristics of the products sold;
- Commitment to take appropriate measures in order to ensure the integrity and safety of product shipments;

Human rights:

- Respect for fundamental human rights and the dignity of the individual, according to the Universal Declaration of Human Rights adopted by the United Nations;
- No recourse to child labor;
- No form of forced labor, on bail, under contract, or prisoners, and no limitation of the freedom of movement of employees and subordinates;
- Commitment to guaranteeing high health and safety standards in the offices and in the business;
- No preclusion to the free association of workers;
- Combating discrimination based on race, ethnicity, caste, country of origin, religion, disability, sex, sexual orientation, union membership, pregnancy, political affiliation, marital status, physical appearance, age or other appearance, so that all “Fit for work” people are granted equal opportunities without discrimination on the basis of factors unrelated to their ability to perform the intended job;
- Prohibition of corporal punishment under any circumstances and the practice of degrading treatment, harassment, abuse, coercion or intimidation in any form;
- Commitment to comply with current legislation, in terms of working hours and remuneration or, in the absence of such legal requirements, to adopt the prevailing standards in the sector;
- Support for community development, contributing to economic and social well-being;
- Commitment to uphold the ethical regulations of the goldsmith sector and to support the steps that our customers and suppliers take in managing environmental and social issues relating to the production and distribution of gold products;

More generally, the corporate procedures of **Orchidea Preziosi S.p.A.** ensure a high level of ethical conduct, including compliance with local laws wherever the company has business relationships and promoting basic values such as honesty and integrity.

Environmental Protection:

- Commitment to carrying out the activity in an environmentally responsible manner
- Careful management of the environmental impact of the activity by eliminating or minimizing the negative effects on the environment
- Guarantee of environmental efficiency in the activity carried out
- Adoption of practices that increase biodiversity and reduce negative consequences for biodiversity

Date 13.01.2022

The Chief Executive Officer

Enzo Scartoni

