

Quality Policy

TGT deems that a Quality Policy consistent with its corporate philosophy, must be characterized by systematic technological innovation and continuous improvement of its activities.

For this purpose, the participation of the entire company staff is crucial, as everyone is required to cooperate in implementing the directives and achieving the assigned objectives in order to fully satisfy customers and strengthen the company's market image.

The objectives of this policy are:

- **Maintain an effective** Quality Management System in accordance with the ISO 9001:2015 standard, promoting continuous activities of improvement through planning, execution, and control;
- **Improve profitability** by increasing the efficiency of processes, plants, and staff activities;
- **Provide products** that meet customer needs and expectations, with a high level of quality in compliance with applicable laws and/or industry standards;
- **Reduce non-quality costs** by preventing the causes of non-conformities;
- **Manage waste optimally; [R]**
- **Seek for new suppliers** with products in line with market demands and collaborate with current suppliers to develop innovative products and meet delivery deadlines;
- **Consolidate and expand the market share** by identifying new markets and/or application sectors;
- **Involve all staff** to increase awareness of the importance of their role within the organization to retain and acquire customers;
- **Continue to improve health and safety levels** in the workplace, achieving results such as increased production efficiency and maintaining an accident rate close to zero.

To maintain a leading market position, achieve customer satisfaction and loyalty, and reach the set objectives, TGT Management is constantly committed to:

- **Ensuring that the quality policy is understood, shared, and supported** at all levels of the organization;
- **Increase personal motivation** through continuous training and development initiatives, as well as promote a motivating and fair work environment;
- **Allocating adequate resources** for product development, utilizing renewable energy sources where possible and promoting improvements in plant and process efficiency; **[R]**
- **Considering the Quality System as a tool to achieve goals**, fulfill commitments, promote continuous improvement of business processes, and ensure necessary compliance;
- Having qualified and reliable suppliers capable of ensuring consistent supply quality, with whom a systematic synergy aimed at customer satisfaction is established;
- **Encouraging, also through the Quality System, the growth and development of the company** by achieving the necessary profitability and financial stability;
- **Constantly monitoring workplace safety and prevention** through supervisory activities and consulting support.

The general objectives outlined in this Quality Policy are detailed in operational objectives related to individual processes, as reported in annex A_DIR_02, periodically monitored through Key Performance Indicators (KPI), and reviewed annually during management review.

March 20, 2024