

## COMPANY MISSION AND POLICY

We intend to compete successfully on world markets as a company specialized in designing, manufacturing and marketing weighing components and systems that address the real needs of customers, are always technologically up to date, feature an excellent price/quality ratio, and are easy to use and reliable.

We believe in change as an opportunity to improve our Company and all the people who share its objectives. Renewing every day our passionate and shared commitment to pursue them, we intend to promote and support the continuous improvement of our company processes and, more generally, of the quality management system.

Strategic objectives arising from the company mission are as follows:

- Satisfy and develop customer loyalty with the continuous improvement of services offered and promoting the development of diversified and innovative products;
- Leverage our skills by supporting transparent and collaborative relationships with Customers and Suppliers;
- Invest in human capital through professional development and support to a culture of innovation.

The critical success factors for achieving the objectives, divided into various functional areas are as follows:

1. PURCHASING
  - Seek new solutions and components using the necessary resources;
  - Seek synergies with Suppliers to improve the procurement process by avoiding the waste of resources, while respecting their specific expertise and technical skills.
2. PRODUCTION
  - Promote and support the continuous research into new solutions;
  - Assure product reliability by using qualified suppliers;
  - Seek product cost effectiveness through increased knowledge, research, automation, reduction of inefficiencies and, more in general, by streamlining available resources;
  - Ensure compliance of products/processes with the requirements of applicable EC directives;
3. SALES
  - Understanding the needs of the market and seeking products and services that satisfy them, using as much as possible feedback information from the Customer and opportunities for exchange such as technical courses and business meetings
  - Ensure clear communications with Customers by improving the inside and outside flow of information;
4. SUPPORT
  - Guarantee a service as attentive as possible to customer needs, quick, efficient and at low costs.
5. HUMAN RESOURCES
  - Seek the competence and helpfulness of the staff, through training, professional development and motivation;
  - Establish an effective communication system designed to disseminate information across the organization;

The Management intends to initiate a new path of company growth, for which there is a growing need in view of an external context of fierce competition and an increasingly demanding market. It therefore asks for a renewed and increased boost in collaboration and commitment by all employees.