

MISSION

Thanks to our work, our skills and our experience, we want to fully satisfy the demands of our customers, while creating **value** for the company, our employees and the community.

VISION

We always want to be guided by the search for **excellence**, to become a point of reference for our customers, in terms of reliability, quality of products supplied and respect for delivery times. And we want to be considered the ideal partner for the success of our Customers.

RESPONSIBILITY

The Management of LMA assumes the responsibility **to disseminate and support**, with the most appropriate resources and means, the Quality and Environmental Policy by clarifying and assigning to each employee specific responsibilities for its implementation.

POLICY

We have always operated in the aerospace and military sector, and we are aware of the importance in this delicate sector of ensuring the quality of service also in its aspects of information security, operational continuity and **risk management**. To this end, we design and release our products and services in full and systematic compliance with applicable legal and technical requirements.

Therefore, it is vital for the continuity of our company to always put at the center of our daily work a deep understanding of **customer** expectations and a total commitment to customer satisfaction.

The **market** in which we operate is ever-changing, both in terms of regulations and the race for efficiency, and this puts LMA in constant comparison with its competitors; every inefficiency, waste and missed opportunity represents a disadvantage in this race that must be overcome in a timely manner, through the organized direction of all management and the proactive effort of all staff.

The issues addressed by the quality standards to which LMA has adhered (EN9100 and NADCAP) represent the main backbone of the LMA organization. The maintenance and constant improvement of the Quality Management System, built with the operational and decisional contribution of all the **people** who, through LMA, live their professionalism and put their work into practice, has always been one of LMA's primary goals.

LMA also intends to establish and maintain an environmental management system in compliance with **UNI EN ISO 14001**, summarized in this policy statement and available to interested parties.

To this end, it intends to develop a healthy **environmental awareness** of all its components and a functional **management system** to ensure maximum respect for the environment.

OBJECTIVES

To ensure compliance with these principles and to maintain the soundness of the company in the future, the Management defines this policy, formalizing the following Quality **objectives**:

- Achieve complete customer satisfaction through compliance with the requirements, explicit and implicit, with the utmost attention to listening and a propensity to provide quick and thorough answers;
- Obtain and maintain over time the certification of the Quality Management System, through the construction and continuous improvement of a robust set of rules, roles, responsibilities, values and good business practices;
- Organize the work by processes, overcoming the limits of relevance for areas of competence, taking full advantage of the approach for heterogeneous teams;
- measure company performance with targeted, objective and sustainable tools in order to distribute results to key figures and set up a decision-making process consistent with the internal and external context;
- progressively and constantly build a corporate culture based on the methodical evaluation of risk, in order to contain and reduce undesirable effects, but also to promote opportunities for development and improvement;
- promote Quality as a distinctive brand of the Company in order to constantly reposition the name of LMA at the top of the market;
- professionally train all personnel, not only to satisfy the requirements of current regulations, but also to ensure full awareness and competence of their role, at every level, and to encourage individual professional growth;
- fully comply with current regulations and rules, internal procedures and customer directives;
- give impetus to the development of a shared corporate culture, based on a deep understanding of the company values, rooted in the spirit of LMA;
- pay the utmost attention to the health and safety of those working for LMA, including subcontracted and visiting personnel;
- continuously innovate its processes and technologies, to continue to be competitive, reducing inefficiencies to ensure the soundness of the company;
- establish a relationship with Suppliers that on the one hand guarantees the level of performance required to meet the company's objectives and on the other generates a climate of collaboration in which the Supplier can feel an active and proactive part of LMA's mission;
- to promote awareness of its role to all personnel, both for the achievement of business results and for the safety of the product and aircrafts
- constantly improve the flow of data and information; make internal and external communications more efficient;
- maintain a conflict free approach when purchasing "minerals from conflict zones", e.g. tin, tungsten, tantalum and gold, also known as 3TG, and disseminate this principle throughout the supply chain;
- Disseminate the principles of transparency and intellectual honesty.

In addition, the Management also sets itself the following **objectives relating to the environmental management system**:

- protect the environment through sustainable development, oriented to the most modern principles of industrial ecology, respecting the legislation, rules, regulations in force and other prescriptions subscribed by the organization
- adopt technologies and processes that offer continuous improvement in environmental performance, in line with the constant prevention of pollution and energy saving;
- optimize the use of energy resources and raw materials by encouraging the recycling of waste;
- set up and continually update a training and awareness program for all personnel regarding environmental issues, in order to increase their awareness;
- transmit to Customers the reliability and value of a company that guarantees the perfect integration of all aspects related to the Environment;
- demonstrate our commitment to LMA's Suppliers and Contractors, stimulating their attention to improving environmental management;
- Emphasise the use of tidiness and cleanliness as a fundamental method of promoting the monitoring of all risk factors present at the company site, such as noise, atmospheric and electromagnetic emissions, waste and liquid discharges;
- to promote a widespread sense of responsibility towards our Future at every level of the staff through training in the identification and reduction of pollutants;
- develop, apply and update management methodologies suitable to prevent any negative effect on the Environment;
- to direct the development of our company towards products and production methods that comply with local, regional and national laws and to maintain a continuous comparison with the standards of Excellent Companies.

The Quality and Environmental Policy system, as any element that tries to describe the reality in the making, is ready to catch eventual changes in the market, in the regulations, in the context and therefore to modify the specific objectives to allow LMA to be always in total harmony with its clients.

Pianezza, 22/02/2021

GENERAL MANAGEMENT

Boscolo Fulvio

