

Osar srl intends to consolidate the role as partner in **production of parts for the automotive industry**, focusing on Alternators sector.

In this quest to improve this consolidation, Osar srl widened its perspective to the foreign market, considering the complexity of the international markets, **the increasing expectations in terms of sustainability**, and relationships with territory and local authorities.

There are three key concepts to meet the target: customer satisfaction, environmental protection and law enforcement.

In order to this, we ensure our solutions fit specific requirements **to greatly enhance our Quality and Environmental Management System**, compliant with IATF 16949 and ISO 14001 through the following aspects:

- **Mapping of business processes** with the **risk based thinking** – it represents the definition of the risk level and the consequences in terms of service and non-compliance with the system – to develop and upgrade both the operating and management system.
- **Performance measurement** through an adequate system of indicators oriented towards improving the quality standards.
- **Environmental aspect identification**, risk evaluation and goal-setting aimed to **reducing the impacts** of production processes on the environment. As far as that is concerned, we operate at two different levels. The first aspect is the analysis of the financial resources, specialist and technical expertise and the selection of the raw materials. Secondly, the process analysis is important to reduce raw material and energy consumption by selecting renewable energy sources and proposing new approaches to our customers to improve the environmental protection.
- **Keep the company premises clean and tidy** in respect of compliance obligation to protect the environment, prevent pollution, improve sustainability processes meeting the customer's expectations at the same time.
- **Ensure safety and health of workers and product safety itself** respecting the specific requirements and customer specifications.
- **Respect and diffusion of the Ethical Code** getting attention in corporate social responsibility based on valuing people.

According to these criteria, we layed down moral values to be observed:

- **Transparent behaviours** towards all the involved parts
- **Coherence** in doing what previously planned and arranged
- **Moral integrity** to operate in accordance with the law and respecting the highest ethical standards
- **Personal commitment** to always act in the best interest of our Company

The key for tangible results is the pursuit of **excellence** in:

- **Performances**
- **Product quality**

- **Economic competitiveness**
- **Service quality**
- **Awareness of their own role within the company**
- **Leading role as they carry out their own work**
- **Legal compliance in terms of security and environment**
- **Respect and compliance with the code of conduct of our Company**

Over time, Asian market has grown particularly strongly causing a fierce competition between companies. Under this current new international context, we have adopted new **strategies** to respond to this market competition:

- **Processes and legislative compliance improvement**
- **Cost reduction by protecting and assuring efficiency of machines to prevent failures. With this control system, our Company has up to the minimization of wastage in terms of energy consumption, scrap pieces, waste production and less atmospheric emissions.**
- **Best products quality to avoid customers complaints and returns**
- **Quality service improvement to both avoid delays and be able to revise the delivery schedule**
- **Cooperation with customers to introduce innovations to help to further improve sustainability**
- **Create a climate of cooperation, trust and collaboration with all the employees**
- **Improvement in communication between employees and management to avoid customer claims, delays, misunderstandings and a lower production efficiency**
- **Suppliers selection and engagement of them with the aim of encouraging performances improvements to achieve business goals**
- **Employees motivation to support them in becoming more aware of their own role with special emphasis on aspects as important as occupational risk prevention and professional betterment.**

Our everyday ongoing commitment is crucial for growth and achieving the overall goals and objective of the Company.

The implementation described above needs to be ensured, therefore OSAR Management remains fully committed to the following:

- **Availability of necessary resources**
- **Objective monitoring activity to promote a constant improvement**
- **Objective analysis to know how well-targeted and well-managed they are**
- **Spread all kind of information that could be useful to achieve our business goals.**

Robassomero, 03/07/2023

General Management