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Politica della Qualità		

Lugano 13.11.2025

The Management of **NGI Trading SA**, through the drafting of this document, intends to establish the Company Quality Policy and outline the objectives and commitments arising from it.

NGI Trading SA carries out trading, representation, import, and export activities, marketing on its own behalf or on behalf of third parties, of raw materials for the steel industry in Switzerland and abroad.

The fundamental external objective is to consolidate and develop the company's market and competitive position through continuous improvement of the services offered, in order to increase customer satisfaction, thanks in part to the company's proven reliability and the Responsible Business Conduct that characterizes the entire management of its activities.

It is the firm intention of **NGI Trading SA** to develop and follow this Quality Policy so that it permeates and is implemented at all levels of the company. This Quality Policy represents the commitment on which the company's Quality Management System, certified according to UNI EN ISO 9001:2015, is based, and is expressed in the following guidelines:

- ⇒ Pursue **the complete satisfaction** of stakeholders in the company's activities through the quality of the products and services provided and the establishment of transparent and fair relationships that bring mutual benefits;
- ⇒ Achieve **continuous improvement** of business processes, increasing the efficiency and added value of individual activities, through the ongoing maintenance of a dynamic company Quality Management System consistent with the model defined in the UNI EN ISO 9001 standard and ensuring the provision of consistently high-quality products and services;
- ⇒ Operate in **full compliance with current legislation** and scrupulously adhere to Industry Codes of Conduct, with particular reference to Human and Workers' Rights, Health and Safety of people and the environment, the prevention of Money Laundering, **Corruption**, and Responsible Procurement.
- ⇒ Consolidate the company's image, above all through **transparency** towards its customers, the professionalism for which the company is renowned, and an increasingly personalized and exclusive style.
- ⇒ **NGI Trading SA** recognizes that ethical business practices are fundamental to building and maintaining its reputation. In line with the principles of ISO 9001, we are committed to operating with integrity, transparency, and accountability in all our business relationships. This translates into concrete actions, such as selecting suppliers who respect human and environmental rights, promoting fair and sustainable practices, and protecting the interests of stakeholders. Ethics is an integral part of our quality management system and guides strategic and operational decisions, contributing to continuous improvement and trust in our work.

Based on the above, **NGI Trading SA** aims to improve the efficiency of its services, communications, professionalism within the company and, above all, the motivation and involvement of its staff.

Aware of the importance and responsibility of this statement, the management of NGI Trading SA is committed to maintaining and improving the current company Quality Management System.

La Direzione

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Final Audit Report

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