The Integrated Management System (IMS) implemented within the **Gruppo Rima**, in accordance with the standards UNI EN ISO 9001:2015, UNI EN ISO 45001:2023 and PDR 125/2022, describes the organisation, defines resources, procedures and responsibilities, and is periodically reviewed by Top Management to ensure its ongoing suitability and identify opportunities for improvement.
Gruppo Rima considers the following as key pillars of its corporate and business strategy:

Meeting customer needs

- Compliance with applicable requirements and reference standards relating to the product or service
- Product and service reliability
- Achieving customer satisfaction and loyalty

Valuing employees and the working environment

- Provision of adequate resources (material, financial, and infrastructure)
- Work environments that motivate staff and ensure wellbeing and gender equality, through appropriate management systems (see Gender Equality Policy)
- Proper mapping of personnel skills to enable effective training plans
- Internal regulations oriented towards appropriate personnel management, especially concerning health and safety, considered a top priority by management
- Dissemination of the principles of the integrated management system, understood and shared by all employees and collaborators

Collaboration with suppliers and institutional bodies

- Improving collaboration with strategic suppliers through appropriate supply agreements
- Assessing supplier resources (in terms of skills and infrastructure) to ensure alignment with company objectives
- Monitoring the performance of strategic suppliers in a perspective of continuous improvement
- Assessing the needs and expectations of suppliers that may influence the achievement of business objectives
- Collaborating with institutional bodies (Universities, Standardisation Bodies, Trade Associations, etc.) to seize opportunities or mitigate external risks
- Raising awareness among suppliers on workplace health and safety matters

Workplace health and safety

- Periodic assessment of compliance with applicable legislation, hazards, risks, accidents, incidents and near misses to define specific improvement actions
- Striving for zero workplace injuries and occupational illnesses through clear instructions, preventive measures, and specific guidelines.
- Assigning specific responsibilities at all management levels for overseeing and enforcing legal requirements and internal health and safety policies
- Keeping all personnel informed about the organisation’s health and safety status

Environmental impact

- Commitment to minimising environmental impact linked to business processes through

energy consumption reduction and the use of renewable sources
- Ongoing attention to and implementation of applicable regulatory requirements

Gender Equality
- Adoption of measures to prevent all forms of gender-based discrimination and to counter any conduct that may undermine the dignity of personnel, regardless of their role or level of responsibility.
- Promotion and enhancement of diversity across all corporate processes: from the recruitment and selection of human resources to access to training; from the definition of remuneration policies to performance evaluation and the allocation of incentive schemes; from supplier selection to the delivery of services and supply of products.
- Support for employees' family welfare through working arrangements that foster a balance between professional duties and private life.
- Promotion of actions aimed at informing, raising awareness and engaging personnel on equal opportunities and women's empowerment, as well as the commitment to achieving gender equality, valuing diversity and supporting female empowerment.

Objectives, strategy and continuous improvement
Continuous improvement is pursued through targeted objectives defined during biannual management reviews, focusing on the following areas:
- Increasing customer satisfaction and loyalty
- Ensuring the company's economic sustainability by expanding market share
- Broadening the product range, also targeting niche markets
- Reducing non-conformities and eliminating product defects, with a resulting decrease in costs
- Ensuring the availability of appropriate resources and infrastructure
- Enhancing the skills and culture of human resources, also by fostering consistent and effective dialogue to collect and respond to suggestions from employees and collaborators
- Developing partnerships with suppliers aimed at improving products and services
- Promoting health and safety in the workplace

All of the above aims to support the effective and efficient management of the organisation's processes.

The strategies to achieve these objectives are defined through the application of the principles described above and a proper analysis of the context, as well as the needs and expectations of relevant stakeholders. This is followed by a risk/opportunity assessment to identify specific actions for improving company performance.

General Director
(Romeo Faganelli)