

QUALITY POLICY

IDE Trade SA is aware of the challenges and opportunities that the market imposes daily and to face these challenges, quick and winning decisions are required.

Pursuing corporate effectiveness and efficiency means overcoming challenges and identifying opportunities. It is with this in mind that the Organization decided to first establish, then implement, and maintain a quality system compliant with the international ISO 9001:2015 standard. This ensures greater internal efficiency and a better ability to demonstrate its ability to provide products that meet customer and applicable regulatory requirements, increase customer satisfaction, and address risks and opportunities associated with its context and objectives.

IDE Trade SA considered:

- the organizational context, through the determination of internal and external factors that can influence the ability to achieve results;
- understanding the needs and expectations of interested parties for the Quality Management System;
- determining your scope of application:
**“Wholesale trade and intermediation of explosives and pyrotechnic articles ,
consultancy relating to the field of activity.”**
- the determination of Risks and Opportunities considering the Organizational Context and the needs and Expectations of interested parties, for each process relating to the products/services present in the Scope of Application.

To demonstrate its constant commitment to improvement and customer satisfaction, Management has established the following specific objectives:

- Continuous improvement of the quality of services provided and the effectiveness of its Quality Management System, through meeting regulatory and customer-specific requirements, monitoring service delivery phases, defining and monitoring specific indicators to evaluate the effectiveness of services provided and the Quality Management System, and engaging employees at all levels;
- compliance with applicable laws and regulations, particularly with regard to the protection of the safety and health of operators and the protection of customer confidentiality;
- training, involvement, and awareness-raising of all operators, in order to increase their motivation in carrying out activities and constant attention to customer needs;
- Monitoring the efficiency of the Quality System through annual reviews performed by Management and through "Internal Inspections" scheduled and carried out throughout the year by qualified personnel;
- constant monitoring of customer satisfaction, monitored through the application of survey methodologies for the products/services provided;
- reducing the organization's vulnerability to climate change.

IDE Trade SA undertakes to periodically review the Policy during Management Reviews and to make it available to interested parties and within its Organization.

Lugano, 01/06/2025.

Signed by Enrico Maria Staderini
Chairman of the Board of Directors

Signed by Fabio Conti
Member of the Board of Directors