

The Gen Set Management believes that "the success of an entrepreneurial activity is the result of an excellent mediation between the interests of customers and those of suppliers, both of which must be satisfied so that their relationship lasts, consolidates and grows over time" and therefore that to make a choice based on:

- professional seriousness
- reliability and quality of the products offered
- customer orientation
- transparency of corporate management

is the only viable path for those who want to stay and thrive on the market.

It is the company's intention to obtain certification to the new ISO 9001:2015 standard as it constitutes a strategic factor of competitiveness and qualification on the market as well as evidence of the efforts made in pursuing the continuous satisfaction of all our customers and partners.

CORPORATE VALUES

The Quality Management System is based on a risk-based approach which makes it possible to determine the factors that could generate process deviations with respect to the ISO 9001:2015 standard, and to implement preventive controls to minimize the negative effects and seize the the opportunities offered by the market better by anticipating its trends.

Based on this profound conviction, Gen Set considers the following values to be the core of corporate life:

- **Customer orientation and product customization:** it is a priority for the whole company and translates into operational behavior, in listening carefully to the requests formulated, identifying and understanding the customer's needs, helping him to choose the right product, which meets all his needs; the customer can count on the company even after the sale thanks to a qualified Assistance Service, always ready to provide support;
- **Product improvement:** to consolidate its image and conquer the market, Gen Set focuses on the constant improvement of the quality of its product by seeking "green" solutions and directing its design to the concepts of "Risk Management"; research and innovation are a continuous commitment for the company, aimed at offering the market cutting-edge technical solutions;
- **Respect and protection of the environment:** in full compliance with the mandatory regulations, the entire production system is managed in full protection of the environment and the territory, as Gen Set is aware that they represent a collective heritage to be safeguarded; attention to the environment is present in every company activity, from the use of increasingly environmentally friendly materials to the correct disposal of scraps and waste, up to dedicating continuous design efforts to the search for an ever greater reduction in noise and emissions of its products.
- **Clarity and transparency:** the company defines and makes its objectives known to the personnel, for the achievement of which all sectors are involved; from the same point of view, to verify that they have been achieved, these objectives are systematically measured, so as to base the strategic decisions of the same on a shared basis;
- **Process-oriented organization:** the organizational structure of the Gen Set has as its main logic the creation of added value of each single process; the operational and management practices are aimed at giving

emphasis to the chain of internal contributions in which each actor is aware of his role and how he contributes to the achievement of the company's guiding objectives;

- **Personnel care and development:** the company policy aims to enhance the human element which, together with the technical and technological one, provides the basis for the creation of real added value in all company processes;

- **Fairness and reliability:** ethics, understood in its broadest meaning as fairness in relationships with customers, colleagues, suppliers, institutions and other company stakeholders, is a value that must accompany every aspect of corporate life .

- **Compliance with the requirements** of the Noise Directive 2000/14/EC regarding the limits of noise emissions from machines and equipment for outdoor operation.

GEN SET COMMITMENTS

Gen Set reaffirms its commitment

- ☒ Strict compliance with the laws and regulations in force in the design, construction and testing of its products;
- ☒ Satisfying customer requirements and demonstrating the achievement of the promised quality;
- ☒ To guarantee the availability of adequate resources and means to achieve the objectives, in order to put the staff in the conditions to perform their work in the best possible way;
- ☒ Looking for the prevention of problems and the improvement of its products;
- ☒ Periodic review of the management system to ensure its adequacy, effectiveness, efficiency and correct application over time;
- ☒ The definition of annual objectives in the ambit

The company management