



Quality Policy

Last update 14/02/2025

Temas Technologies was established following a change in the corporate structure of *Nuova Temas*, with the entry of a foreign partner, *Fibre Technology Ltd*, into the company's shareholding. The two companies have maintained a successful collaboration for over twenty years.

The aim of this merger is to strengthen the presence in existing markets and, in particular, to expand activities in the automotive sector, which remains the company's core business.

In addition to its Italian production site, Temas Technologies also relies on the *Temas Mureş RO* facility in Romania, which supports the production of exhaust system components. The Quality Management System (QMS) is unified and managed directly by the Italian headquarters, which also provides support to the Romanian site.

Temas Technologies bases its corporate strategy on continuous attention to market evolution. The company operates in the automotive industry, specifically as a supplier of components for exhaust systems. Strategic investments have allowed Temas Technologies to be included in the vendor lists of major global players in the sector, significantly expanding its customer base, also thanks to the **IATF 16949:2016 certification**.

When approaching the market, the company relies on the following key strengths:

- ✓ The ability of Temas Technologies staff to support customers in analysing technical and technological solutions;
- ✓ Technological investments aligned with the demands of the reference sector;
- ✓ Rapid response times in key business processes.

Given the nature of the market, customer focus cannot be entrusted solely to the commercial team. Therefore, it is essential that at all levels of Temas Technologies, there is a strong awareness of the importance of adaptability and innovation. This awareness enables the company to optimize internal resources and foster a team spirit that, over time, ensures organizational growth aligned with customer expectations.

With regard to internal processes, the company has chosen to focus on the following areas:

- **Enhancing market image and reputation**, through:
 - Increasing the number of clients;
 - Entering new market segments;
- **Stakeholder satisfaction** (shareholders, customers, employees, suppliers), through:
 - achieving employment growth targets;
 - hiring new personnel, improving wages, honoring both explicit and implicit contractual commitments, and reducing absenteeism;
 - constantly reducing the number of customer complaints;
 - strengthening communication with clients;
 - respecting and protecting the environment by minimizing environmental impact, also through the full involvement of strategic suppliers;
 - complying with workplace health and safety regulations.

The Management