

MARCOLIN

MARCOLIN S.P.A. QUALITY POLICY

Document approved by the President & General Manager on 11/03//2026

THE EXCELLENCE OF MADE IN ITALY

Marcolin's pursuit of excellence and continuous innovation, coupled with its unique ability to faithfully combine Italian design and craftsmanship with the essence of each brand, led the company to adopt a Quality Management System developed in compliance with the following standards: **UNI CEI EN ISO 13485:2016** and **UNI EN ISO 9001:2015**.

Founded as an artisan workshop in 1961, Marcolin S.p.A. is now one of the **world's leading companies in the eyewear sector**. In December 2025 the Marcolin Group finally became part of the Vision Service Plan Group (VSP), a world leader in the field of eye care.

PRODUCTION METHODS BASED ON SUSTAINABILITY

The Marcolin Group is committed to complying with all current health, safety, environmental and social responsibility regulations and international conventions.

According to the Code of Ethics adopted, Marcolin's "Corporate Social Responsibility" programme aims to ensure compliance with international standards on ethics, work, health, safety and the environment throughout the supply chain. The programme clearly rejects all types of discrimination, enhances resources and supports the local context in which Marcolin operates.

Marcolin is pursuing sustainable development through activities that continuously improve production processes, ensuring the efficient use of resources, in terms of water and energy consumption, as well as by using innovative raw materials that are increasingly biocompatible, environmentally sustainable and recyclable.

QUALITY MANAGEMENT SYSTEM AND GENERAL DATA PROTECTION REGULATION

Marcolin's main objective is to implement a corporate quality programme comprising the following phases:

- creating and placing on the market high quality and safety sunglasses and eyewear frames;
- complying with the product regulations applicable in the individual markets;
- satisfying all the needs and expectations of customers, brands and opticians by providing products compliant with specifications;
- generating profit for the company, through a goal-based approach, ensuring its employees' safety;
- assessing the cost/profit ratio pertaining to the entire company quality system, ensuring its effectiveness over time and compliance with mandatory requirements;
- checking, verifying and monitoring all defects identified before, during and after the production process and reported by customers or the market.

On the subject of "Protection of Personal Data processed" ("General Data Protection Regulation"), Marcolin, by adopting the Quality Management System, intends to:

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- carry out its activities in strict compliance with the relevant regulations in force (and precisely the European Regulation 2016/679) to continuously improve the protection of Personal Data and confidentiality of the information processed;
- ensure the lawfulness of Personal Data Processing and the respect of the data subjects' rights;
- ensure that the organisation and the managers cooperate in the processing of Personal Data and information by implementing appropriate measures to ensure security levels appropriate to the type of information handled.

MEETING THE CUSTOMER'S NEEDS

All Marcolin collections follow a strict technical and qualitative process in order to ensure the perfect fit and meet the highest quality standards.

Quality represents the "Core Value" of every phase of product development, from conception to final manufacture:

- **Product conception and design**

Thanks to the collaboration between the Brand e il Style & Product Development Department, the final product is the embodiment of manufacturing excellence, as well as the brand's vocation and style.

- **Product's prototyping**

This is the phase that best represents the artisanal nature of the process, as each prototype is designed with the utmost precision and attention to every detail.

- **Choice of materials**

It is during this phase that product innovation develops further, with constant research into innovative materials that are increasingly bio-compatible, environmentally sustainable and recyclable.

- **Production**

Production processes are in line with current trends, depending on the type of product required by the market.

- **Finishing**

The final phase of producing glasses involves adding details such as synthetic diamonds and wood, and customising the temple terminals, which are assembled using special glues or mechanical processes. To ensure the perfect fit, the glasses are recorded in the final stage of production.

- **Products' distribution**

Marcolin has a strong global market presence, with customised distribution for each product (Customised Global Distribution).

- **Continuous innovation**

Marcolin has always recognised that technological change and continuous innovation in design, products and processes are essential for a company to remain competitive. It is important to encourage an open-minded approach to the outside world and the needs of others, and to stimulate the receipt of input and feedback from the whole team. Being ready for change means constantly developing new skills and assets.

- **Product lines differentiation.**

Marcolin has a unique ability to combine craftsmanship and advanced technology with the essence of each brand. The conception and development of the eyewear collection takes place in close collaboration with the licensor, with the aim of ensuring that the DNA of each brand is reflected in every frame. It is important to understand the positioning of each Brand in order to define the correct distribution strategy.

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STRATEGIES FOR QUALITY ACHIEVEMENT

- Optimisation of internal procedures **to rationalise product development processes** and achieve results through a streamlined, immediate approach.
- The organisation takes a **risk-based approach**, systematically assessing risks and opportunities in order to ensure product quality and the **continuous improvement** of all business processes.
- **Improvement of the quality control of supplies and processing** so as to guarantee a high quality standards and reduce the number of returns due to defects.
- **Implementation of a risk management system** is key to identifying and assessing possible risks and related preventive measures.
- **Understanding the positioning of each Brand** is key to defining the correct product distribution.
- **Responding to market demands/reports** thanks to an efficient and receptive customer service.
- **Management, enhancement, engagement and empowerment of human resources** in accordance with their personalities, skills and professionalism, with the aim of implementing training plans and programmes tailored to the specific needs of the professionals involved.
- **Constantly supervising the target** in terms of turnover, quality and product safety, based on shared annual objectives, in each sector.

QUALITY POLICY

The **Quality Policy** defined by the Top Management is communicated to all company personnel and interested parties through official internal and external channels, in order to achieve full customer and stakeholder satisfaction and consolidate the Company's image in the market. The Quality Policy's objectives are pursued by all corporate functions, which also actively collaborate in achieving them.

These objectives are reviewed annually by Management during the Annual Review, in order to assess their ongoing suitability and continued alignment with the Company's objectives by using measurable indicators to monitor stakeholder satisfaction.

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Nicola Zotta – President & General Manager