



G.D Quality Policy Statement

G.D is a world leader in the design, production, installation and service of automatic machines for producing and packaging cigarettes and producing filters and other tobacco products.

Thanks to its wide range of machines, G.D is the only supplier of complete high-speed lines with a wide range of solutions for the tobacco industry.

The company manages the complete cycle, i.e., design, manufacture, sale, installation, after-sales service and maintenance at the customer's premises; through its worldwide network of branches and service centers, it is always close to its customers, wherever they may be.

The synergy with the companies of the Coesia group allows G.D to provide added value to its customers, creating a complete support to improve their products.

G.D has been part of new production sectors for a few years, since it started to develop and produce machines and complete lines for the pharmaceutical and food sector.

Our Vision

G.D believes that the future of the company lies in innovation and in pursuing the greatest customer satisfaction.

"Innovation is our commitment" is the vision that drives G.D every single day.

G.D.'s aspirational objectives are:

- meeting market demands
- anticipating and understanding customers' needs, by working closely with them
- anticipating end consumers' expectations.

This satisfaction can be achieved by operating in a Quality Management System that complies with the UNI EN ISO 9001:2015 standard.



Our Mission

G.D's primary commitment is:

- providing highly competitive products and services with the highest possible standards to fully meet the explicit and implicit needs of its customers and their expectations regarding the quality, safety and reliability of its products and services
- providing valid, reliable and high quality services to cover every possible customer need, with widespread distribution everywhere
- ensuring that its products meet the quality and safety requirements required by European and international market regulations
- complying with consumer health and safety protection principles
- developing new products, ensuring technological innovation
- supporting the environment
- achieving its objectives by establishing, implementing and maintaining a documented Quality System in line with the requirements of the ISO 9001:2015 standard.

To this end, G.D undertakes to:

- INNOVATE ITS PRODUCT OFFER to pursue market objectives. G.D has developed and continues to develop new automatic machine concepts, capable of assembling and packaging new generation products, adapting and developing the production standard of traditional tobacco products and working in collaboration with its customers.
- ENSURING TECHNOLOGICAL INNOVATION. G.D has always made innovation and investment in research and development one of its strengths and a central element of its business culture. G.D completely rethinks processes and transfers applied solutions to other sectors, finding new ways to predict customer requests.
- ENSURING SUSTAINABLE INNOVATION. G.D is committed to developing a sustainable business, using natural resources and energy in the most efficient way possible and minimizing the environmental impact of its activities.

To integrate sustainability at every stage of the product life cycle, G.D is currently developing:

- specific business solutions for using recyclable material on machines
- new activities to reduce machine consumption and carbon footprints.

- INVEST IN DIGITALIZATION, by adopting VIRTUAL COMMISSIONING and DIGITAL TWIN practices to support design with the aim of reducing development times, optimizing processes and preventing errors, simulating even the most critical process conditions; digitizing internal workshop processes, e.g. By robotizing part transport and Additive Manufacturing.
- CONTINUING TO DEVELOP SERVICES, investing in branch expansion and digital tools to ensure growing customer support.
- DIVERSIFYING the business, working with companies operating in different production sectors such as the pharmaceutical and food fields.
- SUPERVISING and PERIODICALLY REVIEWING the QUALITY MANAGEMENT SYSTEM, to ensure its continuous adequacy and effectiveness in meeting its requirements, and promoting the necessary corrective actions and changes to the Quality System to keep it adequate to needs.

To this end, G.D:

- has made available the personnel and tools necessary for the implementation of the Quality Management System, which is constantly monitored and periodically evaluated, measuring the achievement of the objectives set for controlled processes;
- gives the utmost attention to customer's requests and expectations, to the requirements of the applicable rules and regulations, and to the continuous improvement of the organization and the satisfaction of the customer and the interested parties;
- pursues quality at all stages of each process, by involving each employee in achieving the objectives.

Management periodically verifies that this policy is appropriate to the purposes and business context, implemented and shared at every level of the organization by establishing continuous improvement and customer satisfaction objectives.

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