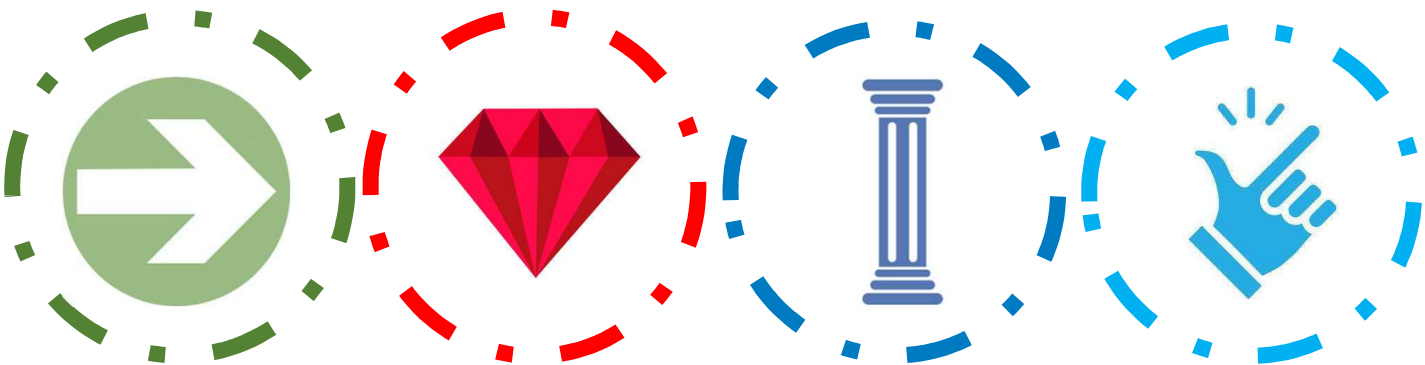




WHAT'S BEHIND
STRATEGY & BEHAVIOR:

VALUE CARD



DIRECTION	VALUES	PILLARS	ACTIONS
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Novaref

Refractory Rollers for the Ceramic and
Automotive Industry

Quality_ Versatility_ Sustainability ESG

Colognola ai Colli (VR) - Italy

novaref@novaref.it www.novaref.it



NOVAREF'S CHOICES

Novaref S.p.A. operates in the market, creating **VALUE for its Stakeholders** through strategies and behaviors guided by the **DIRECTION** traced by the Vision and Mission shared by the entire team.

Its strength is based on 4 **PILLARS**, which offer a competitive advantage with attention to ESG Sustainability.

Its solid Values are transformed every day into concrete **ACTIONS** oriented towards continuous improvement.



VISION *How do we project ourselves into the future?*

Novaref S.p.A. aims to be the leading company in the production of refractory rollers with a particular focus on Quality, Innovation and ESG Sustainability

MISSION *What is our purpose and what do we want to build together?*

Novaref S.p.A. is building, through the commitment of the entire team and partnerships with suppliers, the product for its customers focusing on quality, innovation and service with attention to sustainability to a better future.

DIRECTION



THE 4 NOVAREF PILLARS



**TECHNOLOGY INNOVATION
LONGEVITY**

In the production of refractory rollers for the ceramic and automotive industries.



QUALITY

In the processes controlled by UNI EN ISO 9001.



SUSTAINABILITY

In corporate management with attention to ESG aspects.

ESG



PILLARS

CUSTOMER CARE

In customer service, attentive to the specific needs.





NOVAREF COMMITMENT and the BASE of VALUES

Novaref's corporate activities are focused on offering concrete answers to its stakeholders:
Partners Collaborators Customers Suppliers Territory and New Generations



VALUE for PARTNERS RESULTS ORIENTATION

Value Specifications - Integrity _ Transparency _ Leadership

Realization of Value

Define and follow through on goals with integrity and transparency.



Actions to express Value

- 1-Define strategic objectives
- 2-Share objectives with stakeholders
- 3-Measure results to evaluate objectives achieved



VALUE for COLLABORATORS TEAMWORK

Value Specifications - Safety at Work _ Inclusion _ Respect _ Responsibility

Realization of Value

Operate with defined roles and shared objectives, exchanging information and collaborating with respect, transparency and responsibility



Actions to express Value

- 1-Share goals with the team
- 2-Create team building moments



VALUE for CUSTOMERS FOCUS ON CUSTOMERS

Value Specifications - Trust Relationship _ Business Ethics

Realization of Value

Positioning itself as an innovative & sustainable company that finds solutions that satisfy the customer by solving their needs.



Actions to express Value

- 1-Customer site visits
- 2-Create information material for the customer
- 3-Collect customer satisfaction feedback



VALUE for SUPPLIERS **COMPLIANCE WITH AGREEMENTS MADE**

Value Specifications - Excellence _ Collaboration _ Professionalism _ Loyalty

Realization of Value

Collaborate with professionalism and loyalty to aim for product excellence



Actions to express Value

- 1- Cooperate on customized solutions to Novaref requests
- 2- Deal with quality, timing and economic parameters
- 3- Monitor suppliers also on ESG Sustainability topics



VALUE for the TERRITORY & NEW GENERATIONS **SOCIAL AWARENESS**

Value Specifications - Responsibility _ Environmental Protection _ Respect for diversity

Realization of Value

Acting with Responsibility and Respect towards the community and Future generations



Actions to express Value

- 1-Attention to environmental sustainability
- 2-Collaborate with educational institutions

17 Goals of Agenda 2030 and NOVAREF Values

This Values Card, in addition to making Novaref's Values visible, aims to contribute to the pursuit of the Sustainable Development Goals of the UN Agenda 2030.

Novaref S.p.A. is committed to these objectives with its operations on the market and by raising awareness among Stakeholders of sustainable behaviors for a better planet for future generations.

Thanks for your attention.