



Our Vision - Where do we want Glenair IT to be?

We are a world class supplier of highly engineered interconnect solutions for harsh physical and mission critical environments.

What is our Business Target?

To be profitable over the long term with minimal business risk.

Goals:

Double Digit Sales Growth	Be at the Forefront of Developing Technology	Exceed Customer Service + Satisfaction Expectations	Maximize Staff Potential through Training, Teamwork, Reward & Satisfaction
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Strategy:

Business Development & Improvement Plans are made sustainable by actively managing risk; New Product Developments, Integrated Sales Team Approach, and Expanded Technical Capabilities ensure that each of the Glenair Guiding Principles is applied rigorously to all parts of the business.

Objectives:

- Our Customers Come First.
- Build the Competitive Moat.
 - Continuously Improve our Operational Capability.
- Developing Win/Win Partnerships with Customers, Suppliers and Employees.
- Continuous Product Innovation; Achieve the Highest Appropriate Standards of Quality, Performance, and Legal Compliance.
- Identify and Capture New Customers, Geographies and Markets

Actions:

Understand and respond to our customers' challenges, by listening to the needs of the customer

Manufacture with the shortest lead times in the industry

Reduce business risk and maximize resource availability

Measures:

As Shipped Product Quality	On-Time Delivery + Depth of Delay	Profitability	Internal Quality, Scrap & Rework Revision	Compliance with HSE and Environmental Decrees
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Roadmap:

Quality Objectives		Targets
Delivery delay (Bologna production)		2 days max
Customer complaints (Bologna production)		1,00% max
Defective products delivered (Bologna production)		0,05% max (0,2% for spread quality issues)
Internal and supplier NC (Bologna production)		1,00% max
Response time on NC raised by the customer (Bologna production)		10 days max
Safety Objectives		Targets
Incoming Fail electrical tests (Bologna production)		0,005% max
Final Fail electrical tests (Bologna production)		0,005% max
Customer Claims Fail electrical tests (Bologna production)		0% max
Corporate Projects Glenair Italia		
Improvement Project	Target Date	Project Owner/s
New Super ITS design prototypes validation	End of FY2026	Product Manager & TestLab
Qualify Nuclear Grade Connectors according to AP 1000 and customer requirements (Engineering 2022)	End of FY 2027	Program Manager
Development of MIL-DTL83538 connector.	May 2026	Project Manager & TestLab
Hermetic Thermocouple N development	End of June 2026	Hermetics
Power Hermetic feedthrough	End of FY2026	Hermetics
Hermetic feedthrough GMMD high speed GMDD	End of FY2026	Hermetics



Corporate Projects Glenair UK

Improvement Project	Target Date	Project Owner/s
Enable 5-Week Lead-time on All New Orders	End of FY2026	Adrian Louch
Twice as many New Product Developments in Half the Amount of Time	End of FY2026	Alan Quirk
Reduce Incoming Inspection Time	End of FY2026	Caroline Fletcher
Calibration Laboratory Certified to ISO17025	End of FY2026	Dan Wilson
Grow Distribution Sales by 50%	End of FY2026	Graham Dowle
Establish In-House Recruiter	End of FY2026	Karen Hardy
Product Management Strategy	End of FY2026	Mario Fata
Communication Improvement Strategy	End of FY2026	Mark Clay
Improved Standardised Machine Shop Operating Procedures and Training	End of FY2026	Neil Sweeney
Reduce Human Factor Errors	Apr 2026	Richard Spink
Internal and External Sales Workflow Improvements	End of FY2026	Shane Wise
Zero Stock Outs for Cable and Contacts	End of FY2026	Stewart Harrison
Improved Stock Adjustment Process Procedures	Mar 2026	Teresa Sheward

Output Management Review:

Improvement of the effectiveness of the quality management system and related processes
Product improvement in relation to customer requirements
Resource needs
Integration of business processes
Achievement of corporate objectives
Identification of risks
Monitor and implement training incoming resources as a preventive action
Continue on-site supplier audits, intensify if critical issues arise
Implement Nuclear QMS

Code of Ethics and Dignity Policy

Glenair Italia is committed to complying with applicable laws and regulations and respecting the highest standards of ethics and business conduct. Glenair complies with **Legislative Decree 231/2001** by implementing an **Organizational, Management and Control Model** as per **Legislative Decree 8 June 2001 No. 231**, its own **Code of Ethics** and a **Dignity Policy**.



Risks and Opportunities:

The company's risks and opportunities are defined in the document 'Risks and Opportunities RSK 0004 QMS'.

Business continuity

Buffer Stock

Operational
Continuity

Back-up of suppliers

Back-up of
equipment

Stakeholders:

To ensure that our business is aligned with the needs and expectations of the market, we have identified key stakeholder categories: **customers, suppliers** and **employees**.

Each of these categories plays a critical role in our ecosystem and overall business success. We have implemented several methods to gather their feedback.

These include:

- conducting annual customer satisfaction surveys;
- meeting regularly with our suppliers to discuss performance and opportunities for improvement;
- actively engaging our employees in internal working groups to stimulate innovation and improvement.

We also participate in refresher courses and training to keep updated on regulations and ensure our compliance.

Resource planning:

Human Resources

Skilled Personnel: All our resources are trained and specialized

Material and Infrastructure Resources

Equipment with 4.0 technology

Advanced software for design, production management and quality control.

Continuous Improvement

KPIs and PIs to monitor the effectiveness of human, material and financial resources

PDCA cycle to identify areas for improvement.

Business objectives:

Evaluating nuclear certifications

This Business Plan is prepared annually at the beginning of the Fiscal Year, with updates made during the year if deemed necessary. It is prepared with the support of Department Supervisors and Management. It is shared with stakeholders; internally via e-mail and company servers and externally via the website.