

SMART SOLUTIONS FOR GLOBAL WINDOW SYSTEM





Contributing to the **improvement** of the **comfort** and the **sustainability** of living environments.

PURPOSE

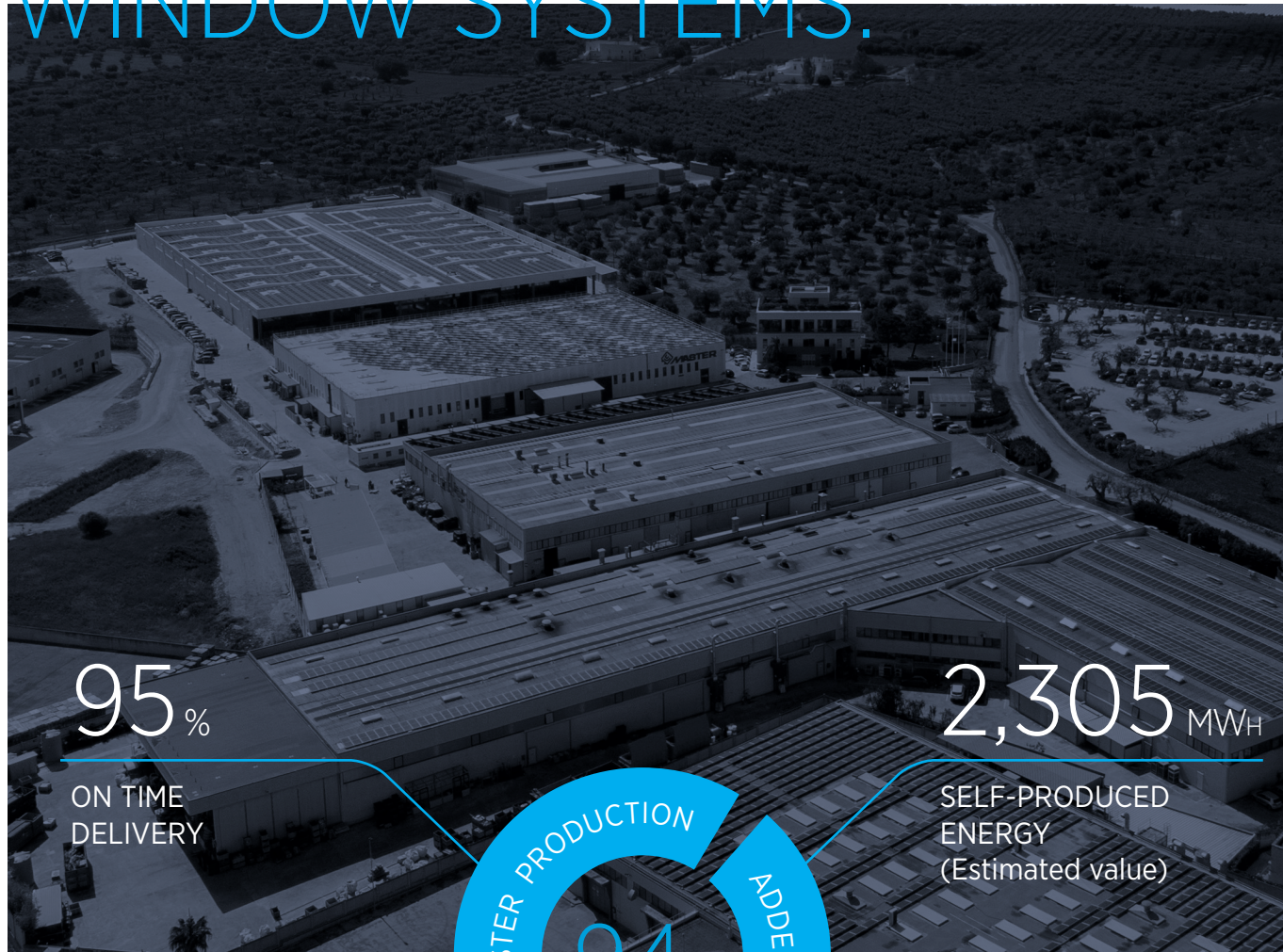
VISION

Being a point of reference and a **global partner** in the world of windows and doors hardware **participating actively** in the evolution of our industry in the **sustainable development** of our **communities**

Develop technological, organizational and process-related **innovations** to offer **intelligent** and **sustainable solutions** and services **growing** in harmony with our **people** and with our **territory**.

MISSION

SMART SOLUTIONS FOR GLOBAL WINDOW SYSTEMS.

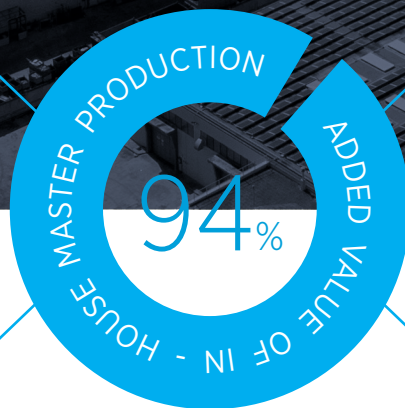


95%

ON TIME
DELIVERY

2,305 MWH

SELF-PRODUCED
ENERGY
(Estimated value)



15

NUMBER OF PRODUCTION
DEPARTMENTS

25K

NUMBER OF ARTICLES
FINISHED PRODUCTS

Since 1986, **Master Group** has been dedicated to the **design** and **manufacture** of **high-tech accessories and components for aluminium doors and windows**, managing **94% of its production** in-house. The Master brand represents excellence in the sector, oriented towards the development of new international markets, with an **export turnover** constituting about **52%** of the total and a number

of finished products in the catalogue with over 25000 references.

The constant expansion of the Group is supported by several key factors, including the **continuous innovation** of processes and the use of **advanced technologies**. Investments in **Research and Development**, conducted by the **MasterLAB** research centre, play a crucial role. The company has built an

organisational culture that adheres to the key principles of **Lean Manufacturing** to achieve optimal service levels to currently ensure **95%** of deliveries are **on time**. In fact, the identification of new market needs and the continuous commitment to **customer care** and **satisfaction** are at the heart of the company's philosophy.

LOOKING TO THE FUTURE SINCE 1986



Master was born and filed its first patent for the Kiara corner joint



Production of Rapid, the first Master hinge



The company adopts and certifies Life Cycle Assessment (LCA)



MasterLAB was born



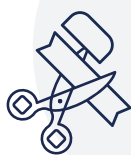
The company opened up to international markets



Die casting was born



The Lean Transformation journey begins



Inauguration of Master Polska



Digitalisation of production processes (MEPS and MES)



A new company concept Master Italy Process System



Inauguration of new factory



Acquisition of Windar



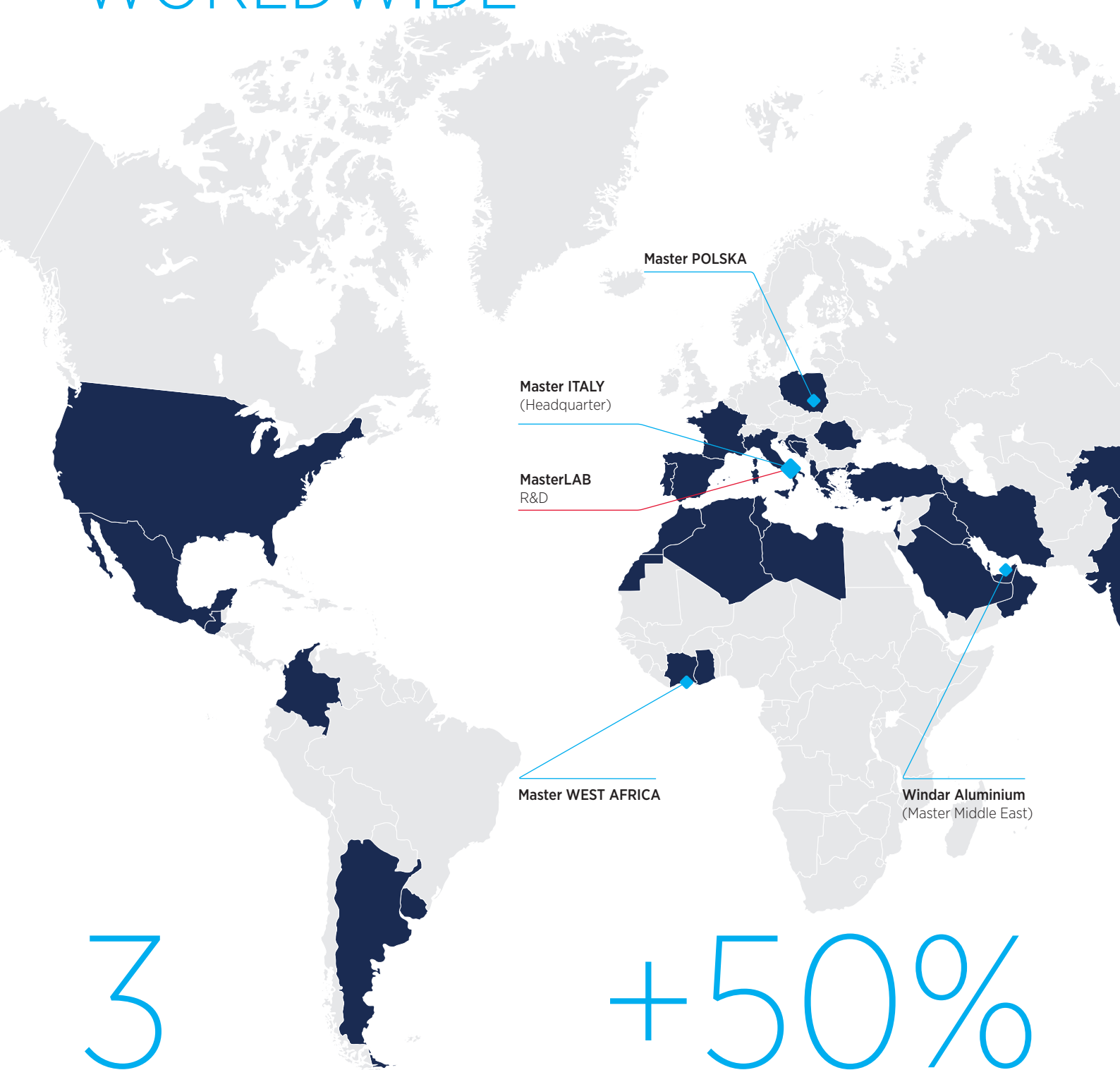
Inauguration of Master West Africa



Implementation of the new SAP S/4HANA management system



MASTER WORLDWIDE



3

BRANCHES
SUBSIDIARIES

+50%

EXPORT

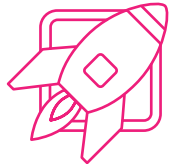
350

EMPLOYEES



OUR VALUES, OUR DNA.

Values, lived every day, guide and inspire us, they are the **pillars of our corporate culture** and indicate the **models of behaviour** of reference



INNOVATION AND FORWARD - LOOKING APPROACH

“We believe that growth requires innovation”

Future orientation and a **propensity for innovation** are the drivers for product development, process optimisation and the evolution of our organisation.

The **constant search** for efficient and intelligent solutions is an expression of the culture of **continuous improvement**, now part of Master's DNA.

We embrace the challenge of innovation on a daily basis to turn it into an **opportunity for growth and development**.



RESPONSIBILITY AND COMMITMENT

“We want to represent a model of sustainable development”

Master wants to distinguish itself not only by the intrinsic quality of the products and services we offer but also by virtue of our **sense of responsibility** towards the **people**, the **territory**, the **environment** and the market in which we operate. We are committed to being a model of **sustainable development**, promoting activities that aim at the progress and **flourishing growth** of the social, cultural and economic context of which we are part.



PEOPLE ENHANCEMENT AND RESPECT

“At Master we put people at the center”

Everyone's **talent** is an asset to the organisation and it is important to create the conditions necessary for its **enhancement** in a climate of **respect** and **kindness**. We promote an **empathetic approach** and a positive attitude towards others because we are convinced that a serene climate promotes the **well-being** and **productivity** of all of us.x



SYNERGIC TEAMWORK AND FAST RESPONSE

“Alone we go fast, together we go far”

At Master, we face both small and important challenges every day with a **proactive approach**, animated by the desire to “**win together**” as a team. We achieve **increasingly challenging goals** through our ability to adapt and foresee the change and to build synergies based on **collaboration**, constructive confrontation and **exchange of ideas and skills**.



CUSTOMER CENTRICITY

“Customer satisfaction is our mission”

Every action we take is geared towards **satisfying** and **taking care** of the **customer's needs**. Our goal is to build solid **partnerships** based on **trust** and the search for mutually **beneficial solutions**.



MASTERABILITY

People · Planet · Prosperity



With **Masterability**, our **Corporate Social Responsibility** programme, we are committed to implementing actions to ensure economic and social **sustainable development** through three main strands: **People, Planet** and **Prosperity**.

DOWNLOAD OUR SUSTAINABILITY REPORT



The **People** chapter is dedicated to the actions we put in place for our **personnel** in order to boost the **psycho-physical well-being** of employees and improve the **corporate climate**.



Planet engages in activities to reduce **environmental impact** through direct intervention in **production processes** and the adoption of policies to spread **virtuous conduct**.



Prosperity encompasses all actions aimed at fostering the thriving **growth** of the **local area** and **community** in a cross-cutting manner by embracing various spheres and promoting **equal opportunities**.

RESEARCH & DEVELOPMENT



+10000

TESTS CARRIED
OUT ANNUALLY

40000

SERVICE
CONTACTS
ANNUALLY

41

UNIQUE
PATENTS
WORLDWIDE

30

INNOVATIVE
PROJECTS
MANAGED
ANNUALLY

+5000

ANNUAL
COMPATIBILITY
TESTS FOR
ACCESSORIES

DISCOVER ALL MASTERLAB SERVICES

Innovation is concentrated within **MasterLAB**, the **Research & Development** centre with a testing laboratory that has been working on the **evolution of legislation and markets** since 2008.

MasterLAB is equipped with the most modern software tools, methodological and experimental, to carry out the following activities: **Research, Concept and design, Development and Experimentation and Customer service.**

LABORATORY: Development and certification activities

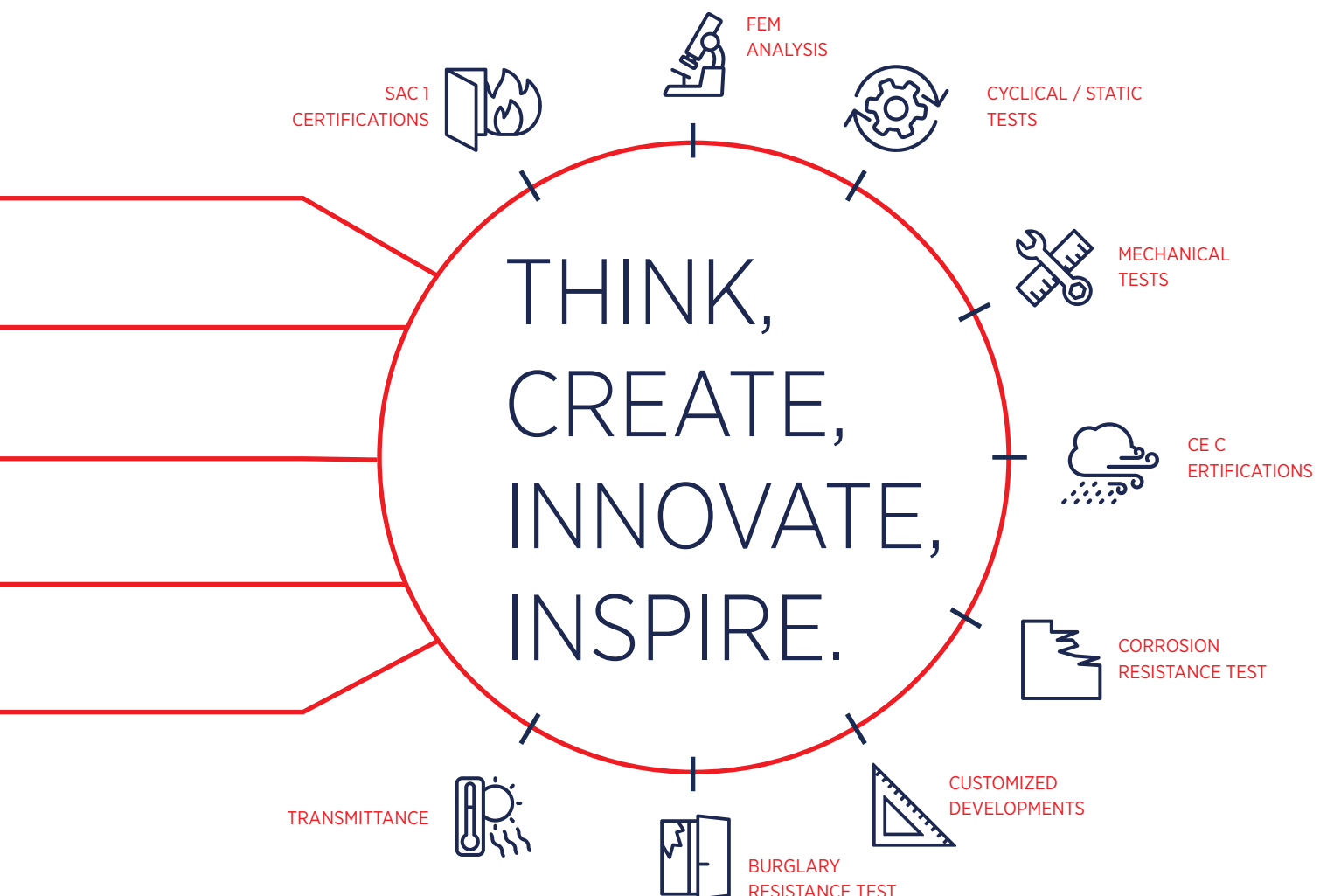
- Pre-measurement of product performance in accordance with regulations.
- Validation of mechanical strength in door and window frames.
- Technical transmittance certifications.
- Issuing of cascading certifications.

TECHNICAL SUPPORT: Pre and after sales consultancy.

- Product technical support.
- New systems development assistance
- Compatibility studies on existing systems.
- Development of dedicated and non-standard product configurations.

TECHNICAL DEPARTMENT: Research, study and experimentation

- Design of new products and improvement of existing ones.
- Rapid prototyping and industrialisation of the finished product using three-dimensional conceptual development methods, numerical verification of finished elements and experimental validation of the laboratory concept.



PRODUCTS

CORNER JOINTS LINE

The corner joints line is characterised by **different types**: button, alignment, expansion and multifunctional corner joints that are made using die-cast or extruded aluminium or steel. The range also offers T-joints and cross-joints, available in **different variants** suitable for the **different systems** on the market.



WINDOWS LINE

The Master product windows line offers a range of high quality accessories, designed to **improve the functionality** of closure points, tilt and turn kit and bolts.



HANDLES LINE

The handles and accessories line for Master doors offers a **wide range** of options. The most classic design to the most modern, combined with **all existing opening types** on the market.



DOORS LINE

Our line of door accessories consists of **high quality** hinges, bolts, locks, handles that make up a **complete range** of products for the door line.



SLIDING LINE

Line of accessories that presents a wide range of options, including lift&slides, restrictor bolts, multi-point closure kit, recessed handles, trolleys with **capacity up to 240 kg** and assembly kits characterised by **modern style** and **easy installation**.



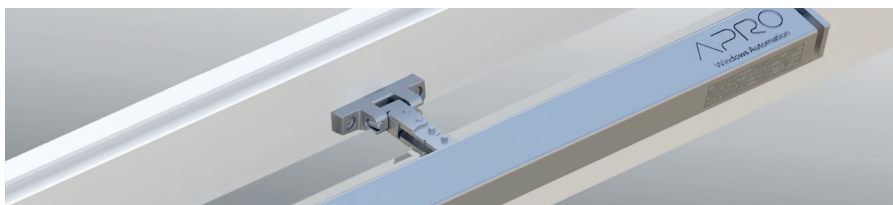
CURTAIN WALLS LINE

A complete line of solutions for curtain walls, continuous, top-hung openings, characterised by **great versatility** and **high performance**, ensuring high safety standards.



AUTOMATIONS LINE

Comprehensive range of the **latest generation**. **Intelligent systems** for fixtures, designed to ensure comfort, safety and accessibility in home environments.



PRODUCTION PROCESSES

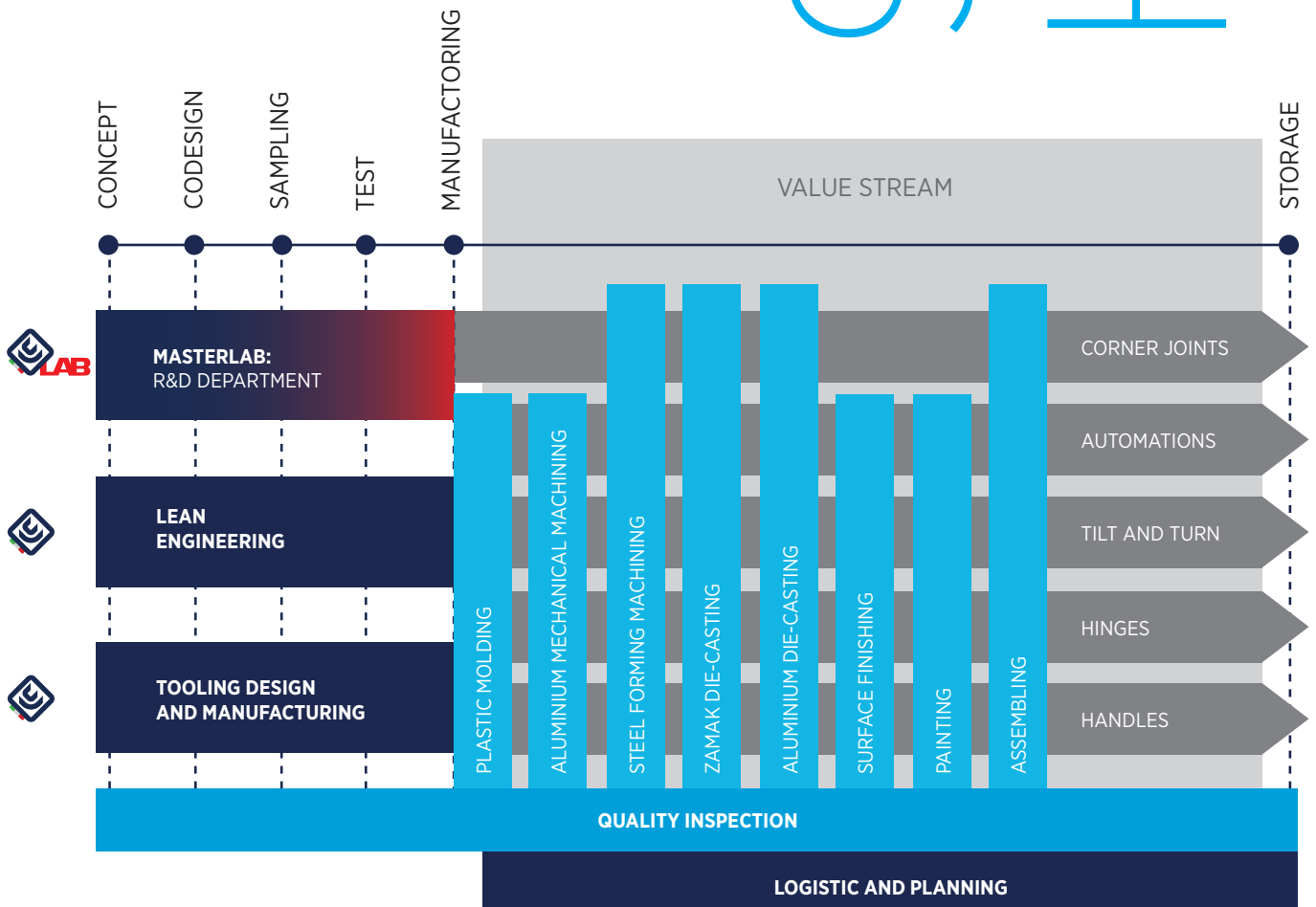
At Master we take care of all phases of the production cycle internally, managing **94% of production in-house** to guarantee our customers **maximum satisfaction**.

Strong **production verticalization** allows us to manage the entire production cycle of an item in a **single plant**, starting from the transformation of the 5 raw materials: **aluminium, zamak, steel, extruded aluminium and plastic**.

We follow a standard route divided into several stages. Let's start with the **concept phase** involving our Master-LAB R&D centre, which gives shape to ideas and visions. The subsequent design serves as a link between the idea and the realisation, with a joint effort to develop **innovative solutions**. The internal co-design facilitates a **synergistic collaboration** between production departments and offices such as lean engineering and tooling, aiming to **improve processes** and the creation of highly efficient moulds. In the final phase, dedicated to the creation of the moulds, precision and **attention to details** are essential. Finally, the sampling phase, with testing and controls based on strict quality standards, which permeates from the beginning throughout the process, allowing development of a product with **high standards of efficiency** to guarantee **maximum performance**.



94% OF THE



CERTIFICATIONS



QUALITY
AND ENVIRONMENT



PEOPLE



COMPANY







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