GIMA	Company Policy	Ed. 01 Date: 01/04/2026

Our identity, our history

We were founded in 1926	**Our headquarters: Gessate (MI) Via G. Marconi 1**	**Today we are 126 people**	**Our distributor network is present in Italy and in over 145 countries worldwide**

Italian heart, international breath

In 1926 Giulio Manzoni founded **G.I.M.A.** (Gruppo Industriale Milanese Aghi) in Milan, dedicated to the production of needles and glass syringes. In 1955 his son, Attilio Manzoni, took over the company, which assumed its current name, **GIMA S.p.A.**, and moved production to the plant in Gorgonzola.

Our products / services

Thanks to a very wide range of products, GIMA is able to meet, at competitive prices, the most demanding requirements across a variety of medical specialties. The value of GIMA's offer is essentially based on quality. In this light, the choice of supplier plays a fundamental role. GIMA, in fact, has always selected, for each item, the best manufacturers in the various international markets, carefully assessing their reliability, their commercial proposal and their customer orientation. The competitiveness of GIMA's offer also stems from the rationalisation of its internal organisation which, by minimising errors and the waste of energy they cause, enables efficient and economical order management. For many GIMA product lines, the company now presents itself as a manufacturer, owning the moulds and the know-how and, above all, personally managing all regulatory certification aspects.

GIMA is an ISO 13485 and ISO 9001 certified company.

Over 97% of GIMA products are always available in stock (10,000 m²).

The numerous agreements with many national and international carriers allow GIMA to be fast and efficient both on deliveries of pallets or entire containers and on deliveries of small parcels, including to private addresses.

- ■ Wireless products
- ■ Diagnostic tests – laboratories
- ■ Pharmacy sanitary items
- ■ Surgical instruments
- ■ Medical bags
- ■ Medical scales and measuring devices
- ■ Aids for disabled and elderly people
- ■ Medical furniture
- ■ Electromedical devices
- ■ Gynaecology
- ■ Electrosurgery
- ■ Eyewear and cases
- ■ Endoscopy
- ■ Medical lamps
- ■ ENT products
- ■ Stethoscopes and sphygmomanometers
- ■ Audiology and spirometry
- ■ ECG, monitors and ultrasound
- ■ Emergency and dressings
- ■ Sterilisation
- ■ Veterinary
- ■ Educational

The catalogue includes, in addition to GIMA-branded products, the best products of prestigious international companies in the sector, known both for their absolute reliability and for their particular sensitivity to technological innovation.

GIMA

✔ Distributes hundreds of products from small Italian companies

✔ Works with some of the most important brands in the healthcare sector



Our values

We believe in **innovation**, **commitment**, **passion** and **corporate social responsibility**. We build solid relationships with all partners in our supply chain, with whom we share goals and many values.

We aspire to a better world for everyone, founded on gender equality, in which all people have equal voice and equal representation. Economic equality can only make our world stronger, which is why our company is deeply committed to making gender equality effective also in terms of pay.

Our Mission:

Gima pays extreme attention to every possible need of its customers and is able to become the single point of reference in the search for diversified products in the medical field:

One-stop shop
with over 8,000 products
for medical distributors

- ✔ **Fast delivery worldwide with "drop shipment" option**
- ✔ **Competitive prices and special offers**
- ✔ **Single supplier for over 8,000 products**
- ✔ **Catalogue and website as powerful sales support for resellers**
- ✔ **Quality-certified products**
- ✔ **Over 1,800 new innovative products launched with the new catalogue**
- ✔ **Easy ordering with no minimum quantity**
- ✔ **Customised catalogues on request**
- ✔ **Attentive staff and technical support**

Our Vision

To achieve our mission **we are committed to**:

To know, analyse and meet the **requirements** and **expectations** of our **customers**, other **stakeholders** and all **legal** requirements	To continuously improve the **management system** for **continuous growth of both business and internal and external environment**	To protect our environment by **preventing pollution**
We are committed to always listening to our customers and understanding their needs; that is why we know well the challenges and aspirations of the people who use our products	To eliminate **hazards** and reduce safety **risks**, and to give everyone adequate training to do their job well and to grow. To protect networks, systems, devices and data from cyber attacks, unauthorised access and damage, ensuring their confidentiality, integrity and availability.	To consult and **involve** our employees and their representatives

GIMA S.p.A., with reference to its activities described above and as a manufacturer of medical devices/IVDs, requires that these activities be carried out ensuring the protection of the Environment (according to development that is sustainable from the environmental point of view), of Health and Safety at work, not only in conservative terms, but also as an indispensable added value for its organisation. To this end, Management defines the following guiding principles:

Commitment to prevention, elimination of hazards and reduction of risks	■ Responsible management of workplaces by conducting its activities in full protection of workers' Health and Safety. ■ Planning of the investments necessary for the proper functioning of plants, machinery, equipment and all infrastructure in general. ■ Providing its employees with infrastructure suited to the activity to be carried out and with all necessary protective equipment, personal and collective, also with regard to their ergonomic needs. ■ Design and implementation of any modifications, taking Safety aspects into account as a matter of primary importance.
Commitment to compliance with the Law	■ Compliance with the laws and regulations in force in the country of operation. ■ Delivery of legally mandatory training, supplementing it with respect to company-specific issues.

Commitment to continuous improvement	■ Systematic assessment of site safety, through the implementation of a monitoring system, on the basis of which continuous improvement actions are put in place. ■ Promotion of continuous improvement of the site's health and safety conditions, ensuring beforehand full compliance with laws and regulations.
Consultation and participation of workers and third parties	■ Information, training and awareness-raising of all personnel on the Safety management system and its application within the Organisation. ■ Promotion at every level, with an adequate degree of safety, of a widespread sense of proactivity so that a sharing process is effective, aimed at improving awareness of the role each person plays. ■ Communication with customers, suppliers, contractors and the population to improve site safety. ■ Communication with the competent public authorities to establish and update emergency and safety procedures.
Compliance and expected results	■ Continuously improving environmental performance. ■ Fulfilling compliance obligations. ■ Achieving environmental objectives. ■ Ensuring the full conformity of the documentation relating to compliance obligations. ■ Ensuring the truthfulness of the data and information required by compliance obligations. ■ Ensuring the effectiveness of technical checks in identifying non-conformities and deviations.
Environmental commitment within a global and changing context	■ Preventing pollution and episodes of damage and degradation arising from the organisation's activities. ■ Using sustainable resources wherever possible; ■ Climate change mitigation and adaptation ■ Protection of biodiversity and ecosystems
Commitment to considering political, social, economic and market factors	■ Training and raising awareness among partners and personnel on environmental topics. ■ Obtaining funding for environmental investments. ■ Qualifying certified suppliers operating globally. ■ Qualifying technology partners for managing the ecological transition. ■ Acquiring a "Green" reputation by focusing on the environment and the community.
Environmental aspects and impacts of the activities	■ Reducing emissions to air. ■ Reducing emissions to water. ■ Reducing releases of pollutants to soil. ■ Saving the use of raw materials and natural resources. ■ Reducing energy consumption. ■ Reducing energy emissions (noise). ■ Reducing waste production.

Commitments in support of the management system	■ Constant updating of risk assessment as an essential element for addressing these challenges. ■ Adoption of instrumental resources with lower environmental impact: equipment, work tools, IT equipment. ■ Encouraging technical skills: environmental sciences, operational processes and environmental procedures. ■ Creating awareness: risks, environmental impacts, influence of context, environmental policy, objectives and performance. ■ Communication activities: for the functioning of processes and the management of relations with interested parties. ■ Recording tools: simple documentation to use for the functioning of the system.

Cybersecurity commitments	■ Confidentiality of the information assets managed, whereby information is not made available or disclosed to unauthorised individuals and/or entities; ■ Integrity of the information assets managed, i.e. data and information are protected from unauthorised modification; ■ Availability of the information assets managed, whereby information must be accessible and usable when necessary (while always meeting the confidentiality criterion indicated above); ■ Compliance with mandatory, regulatory and contractual requirements, with particular reference to the aspects set out in the GDPR (Regulation (EU) 2016/679), Italian Legislative Decree 196/2003 as amended by Legislative Decree 101/2018 and all privacy legislation applicable to the reference markets, Gima also processing "special category" data as defined by the GDPR; this principle is also to be understood as support for, and a commitment by, Gima to achieve compliance with personal information protection legislation and with the contractual requirements agreed between Gima, which acts as data processor, and its customers; ■ Drawing up business continuity plans for business-relevant processes and for the management of the organisation's information assets, and keeping such plans as up to date and controlled as possible; ■ Adequate training of personnel on information security and applicable privacy legislation; ■ Correct management of all information security breaches and possible weaknesses, for proper detection and investigation, with consequent improvement of the System.
Commitments for the conformity of medical devices/IVDs	■ Meeting the requirements set out in Directive 93/42/EEC as amended and in Regulation (EU) 2017/745 concerning the conformity of medical devices. ■ Meeting the requirements set out in Directive 2014/31/EU concerning the conformity of non-automatic weighing instruments; ■ Compliance with the standards in force, mandatory requirements, common specifications and MDCG (Medical Device Coordination Group) guidance; ■ Maintaining over time the certification of the Quality Management System according to ISO 9001 and ISO 13485. ■ Meeting the requirements set out in Regulation (EU) 2017/746 as amended concerning the conformity of IVDs, and in the applicable directives concerning the conformity of IVDs.

This policy is founded on an Integrated Management System compliant with the main international standards, which is the tool through which to guarantee the continuous improvement of the company's performance in terms of business, environment, safety and conduct. Quality is the basis of the relationship of trust with customers and partners. Gima S.p.A. works to provide products able to fully meet requirements of design, functionality, innovation, reliability and compliance with contractual terms. The company Quality System, ISO 9001 certified, is based on customer centricity and constant attention to process improvement. The contribution of employees, valued through continuous training, is considered strategic for increasing customer satisfaction and consolidating Gima's presence in national and international markets.

All company processes are managed consistently with the Occupational Health and Safety Management System, ISO 45001 certified, in the awareness that every person in the company plays a key role in promoting a healthy and responsible working environment. The Environmental Management System, ISO 14001 certified, is an integral part of the overall strategy, aims to progressively reduce the environmental impacts associated with activities and is aimed at climate change mitigation and adaptation.
Gima is aware of the negative effects of corrupt practices on the economic and social development of the context in which it operates, and adopts a firm approach of absolute prohibition towards any form of corruption. The prevention of corrupt practices is therefore, in addition to a legal obligation, one of the principles that guide the company's conduct, regulated and monitored through the adopted "231" system.

In a global scenario in which cyber threats are becoming ever more sophisticated and regulatory requirements are multiplying, Gima S.p.A. considers IT investments strategic and is committed to integrating the Information Security Management System, certifying it to ISO 27001, as it is considered a fundamental pillar of the organisation's resilience. Therefore, the integration of cybersecurity into business processes is today an essential prerequisite for ensuring operational continuity, protecting business value and responding effectively to growing expectations in terms of environmental, social and governance responsibility. The company has therefore launched a structured path to strengthen its cybersecurity measures. This path is based on a systemic approach that includes risk analysis, business continuity management, multi-level access control and information protection, incident monitoring and management, awareness, training and technological evolution.

Management