

QUALITY POLICY

The Organization has made Quality one of its strategic objectives in order to guarantee full satisfaction of Customer needs and improve its image on the market.

It is the constant aim of the Organization to ensure the high quality of supplies, suitable for the use and expectations of its Customers as well as compliant with safety and reliability regulations.

Management demonstrates leadership and commitment to the quality management system, taking responsibility for the effectiveness of the quality management system:

- ✓ promoting the use of process approach and risk-based thinking
- ✓ ensuring the availability of resources necessary for the quality management system
- ✓ communicating the importance of effective quality management and compliance with quality management system requirements
- ✓ ensuring that the quality management system achieves its results by actively involving, guiding and supporting people to contribute to the effectiveness of the quality management system
- ✓ promoting improvement
- ✓ providing support to other relevant management roles to demonstrate their leadership, as it applies to their respective areas of responsibility

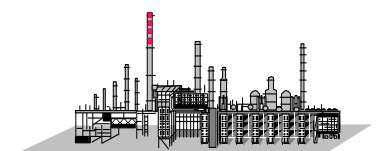
In particular, the Management has established primary objectives which are divided into:

External objectives

- ✓ meet customer expectations and needs
- ✓ improve and consolidate its position in the business sector
- ✓ increase their competitiveness on the markets
- ✓ full compliance with mandatory laws

Internal objectives

- ✓ ensure high professionalism and motivation of staff through continuous involvement and training and education activities
- ✓ continuously update its products, guaranteeing uniqueness and innovation over time, maintaining a competitive role in the evolution of its sector;
- ✓ ensure constant improvement of business performance and activities
- ✓ safeguard safety at work
- ✓ ensure environmental conservation



Climate change

The direct impact of climate change on the quality of work goes beyond heat exposure and includes psychosocial risks, increased air pollution, UV radiation and extreme weather events. Workers in various sectors are particularly at risk. Italchem has adopted an environmental policy.

All personnel, aware of the importance that quality has in every sector, are required to collaborate to achieve the objectives set by suggesting alternative methods of execution and management of activities in order to pursue continuous improvement.

In order to guarantee the maximum effectiveness of the Quality System adopted, the Management undertakes:

- ✓ to promote initiatives suitable for involving all staff, in order to further raise awareness of the Quality objective
- ✓ to invest in means and resources
- ✓ to identify staff training needs
- ✓ to review, once a year, the adopted Quality System, verifying its effectiveness through a systematically verifiable improvement plan

The Quality Management System Manager represents the Organization and has the responsibility and authority necessary for the dissemination and application of the adopted Quality System.

THE MANAGEMENT

Cusago 10/01/2025

