

QUALITY POLICY

Quality control is for Italchem a very important target in order to ensure full compliance with the customer's needs, keeping a high-quality level on the market and performing a continuously improving.

The purpose of Italchem is to guarantee a constant high-quality level both for supplies than services, appropriate to Customer's applications, in strictly compliance with safety rules and reliability standards, meeting expectations of Customers.

The top management demonstrates leadership and commitment towards the quality management system

- ✓ taking the responsibility for the effectiveness of the Quality Management System
- ✓ promoting the use of the process-based approach and risk-based thinking
- ✓ ensuring the availability of the necessary resources for the Quality Management System
- ✓ communicating the importance of effective quality management and compliance with the requirements of the Quality Management System
- ✓ ensuring that the Quality Management System achieves the expected results;
- ✓ through the actively participating, guiding and supporting the people to contribute to the effectiveness of the Quality Management System;
- ✓ promoting continuous improvement;
- ✓ providing support to all management roles to demonstrate their leadership applied to their respective responsibility areas;

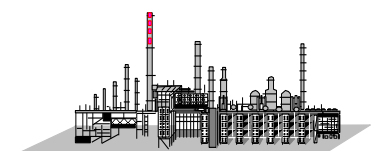
In particular, the Management has established primary targets that are subdivided into:

External targets

- ✓ meet customer expectations and needs
- ✓ improve and consolidate our position in our business field
- ✓ increase our competitiveness on the markets
- ✓ total respect for mandatory laws

Internal targets

- ✓ guarantee the high expertise and motivation of staff through continuous involvement and training activities
- ✓ continuously update of our products guaranteeing uniqueness and innovation over time, maintaining a competitive role in the evolution of our sector;
- ✓ ensure constant improvement of company performance and activities



- ✓ safeguard workplace safety
- ✓ ensure the environment protection

All staff is aware of the importance that quality plays in each sector, to all our people it is required to collaborate to achieve the targets 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 the involvement of all staff, in order to further raise awareness of the Quality objective
- ✓ to invest in facilities and resources
- ✓ to identify staff training needs
- ✓ to review, once a year, the Quality System adopted verifying its effectiveness through a systematically verifiable improvement plan

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

Cusago 10/01/2024

The Management

