

The policy of KLINGER ITALY SRL is both to satisfy the needs and expectations of its customers, stakeholders and shareholders, and to achieve a leading reputation for the quality of products supplied through the optimization and effectiveness of marketing, procurement, production and service delivery activities, while operating in view of environmental protection and worker safety. Element of fundamental importance for KLINGER ITALY SRL is the professionalism and participation of staff considered as significant contributions to the success of the company.

The future of KLINGER ITALY SRL is linked to the ability to adapt to the needs of customers, to the changing times and the peculiarities that characterize them. The globalization of markets obliges us to confront ourselves with worldwide competitors, operating in all geographical areas of the world.

This expansion highlights the need to obtain, day after day, a competitive advantage on the following priority aspects: QUALITY, INNOVATION, SERVICE, PRODUCT and PRICE.

In this sense are made their own and implemented MISSION, VISION and VALUES of the KLINGER GROUP as reported in our corporate website: <http://www.klinger.it/il-gruppo-klinger/>

To meet the diversified demands of international markets, the company intends to adopt and maintain a Quality Management System in compliance with the current edition of the "UNI EN ISO 9001" specification, developing an analysis of risks and opportunities that may affect product conformity.

The same importance is placed on the environment and health and safety at work, to integrate the management system.

The Management of KLINGER ITALY SRL places particular importance on the implementation of the Quality Policy and the achievement of the objectives specified below:

- Respect of the laws in force and of the contractual prescriptions.
- Maintaining the high-quality level of its products.
- Compliance with the laws and regulations in force regarding MOCA for products intended for food contact.
- Actively pursue continuous improvements of the quality management system.
- Technological improvement of products and processes.
- Monitoring and resolution of non-conformities and non-quality issues.
- Compliance with the laws in force regarding Health and Safety in the workplace and constant commitment to continuous improvement with specific actions.
- Compliance with applicable environmental laws and ongoing commitment to continuous improvement with specific actions.
- Acquire only materials and services that meet the quality requirements expected by customers and current regulations.
- Empowerment of all personnel regarding the quality of their work and the need to pursue continuous improvement of the quality management system.
- Empowerment of all company functions to ensure the application of company policy and the maintenance of a fully efficient quality management system.
- Planning of quality improvement and business risk analysis.
- Optimization of the Supply Chain, through periodic audits and the selection of products, materials and equipment with lower environmental impact and reduced risk for workers.
- Stimulus to suppliers and customers to operate, as far as possible, in a perspective of continuous improvement and sustainable development.

- Planning the training of staff in all functions and at all levels, making them aware of internal and external environmental issues and informing them of the risks associated with their tasks and activities.
- Constant monitoring of the application of Company Regulations.
- Constant monitoring of the application of the Company's IT Regulations.
- Maintenance and extension of the LEAN and Kaizen systems adopted in 2015 for the Rho plant and in 2019 for the Pray plant.
- Maintenance of different EAC certificate/declaration to assure the end user that the purchased product complies with the safety standards valid in the exporting country.
- Establishment of quality, environmental, and safety objectives to verify the adequacy and continuous improvement of the quality and safety management system.
- Incorporating the requirements of the management system into your business operations.
- Continuous compliance of products with PED and ATEX directives.
- Interchangeability of personnel, continuous training and information to all company staff.
- Global service to the customer, in terms of product quality, delivery times, flexibility and pre- and post-sales support and assistance.

The responsibility for the application and measurement of the above is taken in the first instance by the Company Management and supported by the Function Managers.

They must coordinate the existing resources within their departments, including, where possible, external personnel (subcontractors) working for the Company, so that the activities for which they are responsible are carried out in accordance with the requirements of the Company's Quality Management System.

They must also report to the RSQS on what they have achieved in terms of the specified objectives:

- Quality improvement of supplies considering their possible environmental impact and reduction of risks to workers.
- Improvement of products by reducing the non-conformities found, improving customer satisfaction and operating with the primary aim of safeguarding the environment and worker safety.
- To achieve these goals, KLINGER ITALY SRL considers a primary strategy the implementation of the skills of both internal staff and external collaborators and therefore undertakes to.
- To ensure that the policy and objectives for the quality of work set out above are understood, implemented, and supported at all levels of the company.
- To implement the Quality Management System as an integral part of company management and to provide necessary and adequate human and instrumental resources.
- To monitor the progress of the above objectives through the planning and execution of internal audits of the Quality and Safety System and the definition of quality, environmental and safety indicators, whose values will be established from time to time, during the Management Review.

RAFFAELE PITTALUGA

CEO
KLINGER ITALY SRL

