



## QUALITY AND ENVIRONMENTAL POLICY

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# *Quality and Environment Policy*

In order to ensure products and services focused on the highest level of customer satisfaction, and more generally, the satisfaction of all interested parties, FLUORMETALL S.r.l. has established the following guiding principles for its Quality and Environmental Policy:

### QUALITY

To increase customer satisfaction through:

- ✓ Involvement of all personnel
- ✓ Promotion of training at all organizational levels
- ✓ Promotion and dissemination of the company culture of Quality and Continuous Improvement
- ✓ Increased competitiveness through the acquisition of additional market share
- ✓ Achievement of customer satisfaction through the supply of high-quality products and services
- ✓ Continuous support, ensuring availability to assist customers at all times
- ✓ Careful and accurate interpretation of customer requirements
- ✓ Responsiveness, understood as the ability to meet customer needs in the shortest possible time and to comply with delivery schedules
- ✓ Transparency, necessary to establish long-term partnership relationships
- ✓ Reduction of non-conformities
- ✓ Compliance with all applicable statutory and regulatory requirements relating to the product

### ENVIRONMENT

Continuous improvement of the Environmental Management System, and the Prevention and Reduction of Pollution through:

- ✓ Strict compliance with all laws, regulations, and environmental requirements applicable to company activities
- ✓ A forward-looking approach focused on the need to significantly reduce pollution
- ✓ Reduction of energy and raw material consumption
- ✓ Minimization of the negative environmental impacts of company activities
- ✓ Waste management practices that prioritize recovery and recycling whenever possible rather than disposal
- ✓ Employee involvement and training on environmental matters

### Policy Communication

This Policy is communicated to all employees through posting in all work areas and through specific training and information activities. It is also made available to interested parties upon request.

Trescore Balneario (BG), June 3, 2024

Management Signature \_\_\_\_\_