

QUALITY Policy

The Management of **Passoni Paolo & Figli** has defined a corporate “*Quality Policy*” that is appropriate to the company's aims and guidelines and which includes the commitment to meet the requirements of the “*Quality Management System*” and to pursue the continuous improvement of its effectiveness according to the principle of sustainability.

The Policy is stated in the “*Quality Manual*” and is shared with interested parties.

To achieve the wider disclosure within the organization, the text of the document is displayed in the production department, in the offices and is also available in the “*Quality Documents*” folder of the shared online intranet folder, so every employee can identify, recognize and make their own the principles, objectives, methods and indicators established.

The content of the “*Quality Policy*” is periodically verified and its validity is documented by the Management in the periodic review, the results of which may give rise to a revision of the Policy itself, of the quality targets of each process and of the related indicators and measurement criteria.

*Quality, reliability and consistency in compliance with the commitments made.
Commitment and dedication from all staff to achieve the set goals.
Propensity for sustainable improvement.*

are the main pillars to compete in the market, and are the fundamental elements of **Passoni Paolo & Figli** business strategy, whose target is:

*"Maximum customer and interested parties' satisfaction in compliance
with their explicit and implicit expectations and needs."*

The fundamental of this Policy is to ensure complete customer satisfaction through the systematic implementation of a Quality System that complies with the requirements of UNI EN ISO 9001:2015, EN 1090-1:2012, EN 1090-2:2011 and UNI EN ISO 3834-2:2021 standards, with the aim of pursuing the continuous improvement of its service. This also means that:

We must continuously improve by paying more and more attention to business processes and managing business-related risks by promoting initiatives on mitigating them. The ability to continuously improve will be measured not only by verifying the achievement of the objectives set out in the process policies, but also by evaluating the cost-benefit ratio, the value of which will be established by the Management in the review of the “*Quality System*” together with other objectives identified as significant at the time of the review, considering market situations and customer expectations.

Customer must always be taken into the utmost consideration and we must all work by focusing attention on the satisfaction of his requests and the interpretation of his needs so that they can be translated into services that increasingly meet his expectations. The ability to work for customer satisfaction will be measured by the number of complaints, related costs, delay times in the processing of contractual requests, customer loyalty surveys, etc., as well as verifying the achievement of the objectives set out in the process policies.

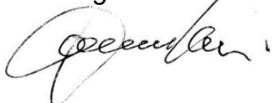
Quality is everyone's responsibility and personal commitment and therefore it is the precise duty of the department managers and each collaborator to work to ensure that the objectives established in this document, those relating to the processes and those defined periodically in the “*Management Review*” are systematically achieved. Awareness of the contents of the “*Quality System*” is fundamental, the level of application of which will be measured by the number of non-conformities and customer complaints generated by deviations from these documents. It will be up to the Management to establish the value of these indicators (*number, percentage, costs, repetitive anomalies, etc.*) during the review of the “*Quality System*” and it may decide to identify (*and quantify*) additional indicators.

The Management of **Passoni Paolo & Figli** is aware that Quality, respect for the environment and also safety of the working environment are fundamental elements for the proper exercise of work activities and contribute in a decisive way to the achievement of the objectives expressed above. It is therefore committed to operating in such a way as to maintain the highest possible degree of safety, hygiene and comfort in the workplace.

The Management of **Passoni Paolo & Figli** also has the protection and conservation of the surrounding environment at a particular heart, therefore it has always worked and will work to keep the environmental impact of emissions into the atmosphere as low as possible as well as the correct disposal of waste in full compliance with current legislation.

The Management of **Passoni Paolo & Figli** formally undertakes to conduct a systematic and documented “*Review of the Quality System*” to ensure its continued adequacy and effectiveness in meeting the requirements of the reference standard, the objectives expressed in this document, those defined in the process policies and those that will be defined from time to time during the review itself.

The Management Team



Brugherio (MB) – 2024, January 15th