
QUALITY POLICY

1. PURPOSE

Metalgalvano makes use of the quality policy as a tool for the improvement of the processes.

2. GUIDELINES FOR THE COMPANY'S QUALITY

Metalgalvano takes the following points into account in the achievement of quality of the business units:

- The expectations and requests of the clients by providing an adequate level of products and services;
- The context within it operates and the organization strategies;
- The professional aspirations of the collaborators;
- The steady fulfillment of the needs of the management system for quality;
- The expectations of the community and, overall, of all the involved parties, following the company moral and its ethical values.
- The risks and opportunities management defining the method, the responsibilities and the criteria, issuing a periodical revision.
- The economic performance which enables the organization to make investments aimed at increasing the efficiency, reducing costs, waste and improving its own competitiveness on the market;
- The implementation of the components assembly process in order to ensure a full cycle supply with the development of appropriate foolproof methodologies.

3. QUALITY POLICIES

The Management, with its conduct and administration, has the aspiration to create an environment, where all parties, in particular staff at different organization levels, can completely fulfill their expectations and can contribute to the improvement of Metalgalvano and its quality management system.

With this behavior, the Management also intends to share with all collaborators its determination and belief about the importance of implementing an effective quality management system, which represents the operational tool, used to improve the organization, the accomplishments and the fulfillment of the expectations.

With the goal to maintain its guiding principle and pursue the objective of being:

“A QUALITY PRODUCT TO COMPETE ON THE LEVEL OF THE LEADERS”

The Chairman of the Management Board and the Head Office define the following strategic directions:

QUALITY POLICY STATEMENT

It is a fundamental policy of Metalgalvano to provide clients with competitive and flawless products and services in accordance with contractual commitments.

It is the Management's responsibility to define and document the policy and the quality objectives and to ensure that such policy is understood and implemented at all organization levels.

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It is the whole Management's responsibility to make sure that all units achieve the ultimate goal of performance, safety and reliability.

In order to implement the policy and achieve the stated quality objectives, the Head Office defines the roles, the authorities, the responsibilities and the mutual relationships among the staff, which is in charge to lead, run and verify the activities which influence the quality.

It is a goal of the company to ensure that the quality level of products and the provided services is constantly aligned with the worldwide competition; this is achieved with the timely perception of market changes and the redirection of the quality objectives.

It is the Management's responsibility to ensure the availability of resources in order to continuously improve the quality of products/services. By taking this into consideration, quality indicators are constantly monitored and new objectives are established annually for a continuous improvement.

It is a policy of Metalgalvano to detect and comprehend the needs and expectations of all clients and pursue their fulfillment, complying with their requirements.

It is a primary objective of Metalgalvano to ensure all clients the continuity of appropriated product flows, developing intervention plans to cope with production emergencies.

It is the will of Metalgalvano to define and implement a policy of social responsibility which includes an anti-corruption policy, expressed in its ethical code and an ethical policy of escalation for all employees, in order to make sure that, in case of a possible fraud, all reports are surely taken into consideration.

For consistency of what was stated and in the intention to pursue the objectives, Metalgalvano is committed to:

- Respect the laws in force and improve the business impact towards the environment;
- Maintain the current clientele and increase the client base through a precise knowledge of the directions and the future developments of the market;
- Elaborate and keep updated the "Strategic Business Plan";
- Improve the quality and the Client service;
- Ensure a high level of workplace safety, aimed at the elimination of the risk of accident on-the-job;
- Put the ultimate vigilance on the product safety;
- Define Emergency Plans to ensure the continuity of supplies to clients;
- Spread the "Quality policy statement" at all levels of organization and strictly respect its contents;
- Identify the areas of attention of the Quality System to be targeted with improvement activities;
- Periodically re-examine the contents of the above policy, at least on the occasion of every revision of the quality management system, to make sure of its continuous suitability and if needed to reissue it to adapt it to the new context.

4. APPOINTMENTS

The General Management appoints:

- **Customer Care** as representative of the Client with the precise responsibility and authority to direct the company functions to the substantial respect of the Client's requirements, including the identification of eventual special features, the definition of quality objectives expected by the Client himself, the required training, the coordination of the corrective and preventive actions, the design and development of the production process and the respect of CSR (Customer Specific Requirements).

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- **Quality Assurance** as responsible of product safety.
- **Metalgalvano Management Committee**, giving it the authority to ensure the respect of the ethical code of the company as well as the anti-corruption policy stated in it, for the analysis of the needs and expectations of the parties concerned, including the related feedback information and the definition of the actions to cope with the risks and the opportunities.

5. QUALITY OBJECTIVES

Quality objectives are periodically defined and are measurable with the quality policy.

The above-mentioned objectives, assigned to the people in charge, are planned for the resources needed for their achievement and for the dates scheduled for a revision.

6. DISTRIBUTION

The quality policy and the quality objectives are brought to the knowledge of all involved people.