

Complastex S.p.A. designs and produces sealing systems and seals made with rubber or plastic materials, for applications in the building and automotive industries.

The Management has decided to adopt an organizational model that complies with the requirements of the ISO 9001: 2015 standard, with the purpose of:

- Achieving full, continuous and lasting customer satisfaction;
- Confirming and consolidating its position and reputation as leader industry for its high quality standards;
- Generating value, strengthening its market position and ensuring its constant development, by improving the effectiveness and efficiency of its processes;
- Improving its production performances and protecting the environment by reducing production waste.

This Quality Policy is the commitment of the General Management, through the work of all the staff, to maintain the highest possible quality level of its processes, ensuring the achievement of the objectives set for customer satisfaction.

For this purpose the organization has adopted the procedures and instructions which describe in detail all the processes and operational activities; these documents must be known, implemented and diffused by all the staff contributing to the achievement of the objectives and the continuous improvement of the QMS.

In this critical historical moment, characterized by the COVID-19 pandemic and the global crisis of raw materials availability and costs, Complastex needs the expertise of the most experienced staff and the enthusiasm of young new collaborators, who as a single team can determine the success of the organization and their own.

We are aware that to achieve all of this we'll have to:

- Increase the level of awareness of each person of their role within the Quality Management System;
- Enhance the principles of continuous improvement in our corporate culture, applying them day by day at a personal and team level;
- Increase the skills of staff through dedicated continuous training programs;
- Minimize response times to customer requests, supporting them in all development phases and always ensuring deliveries on time;
- Bringing innovation in infrastructures, technologies and materials;
- Become a trusted partner of our Suppliers, to share together our customers' expectations and develop new solutions for common success.

To do so the Complastex S.p.A. QMS is based on Seven Fundamental Principles of Quality:

- **Focus on the Customer:** Ensuring continuous and full customer satisfaction.
- **Leadership:** Managers of all levels, establish common purpose and direction and create the conditions for people to be involved in achieving the organization's objectives.
- **Participation:** It is essential that all people are valued, involved and respected, in order to be competent, responsible and committed to achieving common targets.
- **Process approach:** Understanding of how the results are generated by the interaction between processes, resources and controls in order to optimize them.
- **Improvement:** To maintain the current levels of performance, react to changes of internal and external conditions and create new opportunities, according to the "Kaizen" ("Continuous Improvement") philosophy.
- **Fact-based decisions:** Decisions based on the analysis and evaluation of data and information are more likely to generate the expected outcomes and are more widely accepted and shared.
- **Relationship:** Establishing a relationship of trust and loyalty with all the relevant stakeholders to maximize their contribution to business performance in order to achieve

lasting success.

On the basis of the general principles outlined above, measurable objectives are defined, monitored and reviewed by the Management for the continuous improvement of the QMS.

Marlia, 15/11/2021

La Direzione

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