

POLICY QUALITY

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OBJECTIVES

VITRIFRIGO has identified the following targets:

- a) Customer satisfaction
- b) Market leadership
- c) Economic development

UNDERTAKINGS

According to the aforementioned targets, VITRIFRIGO undertakes to:

- a) guarantee a high standard of product quality and to satisfy the applicable requirements
- b) Evaluate the results and improve processes
- c) Periodically check the Quality Policy
- d) Comply with current legislation on
 - Product safety
 - Workers health and Safety
 - Environmental Protection
- e) Pursuing product technological innovation (in the name of sustainability)
- f) Pursuing innovation in production processes (lean production philosophy)
- g) Getting all staff involved
- h) Addressing risks and opportunities with actions proportionate to the impact on product compliance
- i) Ensuring contractual relationships with customers and suppliers

VITRIFRIGO has defined and implemented corporate social responsibility policies that include an anti-corruption policy, a code of conduct for employees and an ethical escalation policy ("whistle-blowing" policy). Collaborators, Customers and Suppliers can contact the Quality Office for communications relating to Product Quality.

CERTIFICATION

VITRIFRIGO has decided to adopt a Quality Management System and has been certified since 1997.

The VITRIFRIGO Quality Management System complies with the requirements of the following standards:

- UNI EN ISO 9001
- IATF 16949