

GENERAL PRINCIPLES OF QUALITY POLICY

The management of LODETEX S.P.A. through this document it intends to demonstrate its commitment to its quality process in line with its corporate strategies in compliance with all internal and external interested parties (customers, suppliers, staff and the environment in which we operate) with a view to the application of an effective continuous improvement process.

The management, therefore, intends to draw the attention of all employees and collaborators to the importance of constantly guaranteeing full customer satisfaction in compliance with company policies and strategies.

For this reason, the management is committed to:

- adequately raise staff awareness of the importance of ensuring constant commitment to operational activity;
- develop a strong awareness on the topic of sustainability, analyzing the risks associated with climate change as both internal and external factors.
- ensure the provision, compatibly with company possibilities, of resources suitable for pursuing and achieving the improvement objectives set in the annual quality management programme;
- commit, also through the definition and updating of the organizational structure and tasks and responsibilities, the management of its quality system, the evaluation of its management system through the various analysis tools necessary for the periodic monitoring of the system, the pursuit of continuous improvement and the evaluation of the effectiveness of the quality management system;
- commit to the pursuit of continuous improvement of the effectiveness of the quality management system according to the ISO 9001:2015 standard and the applicable requirements;
- comply with all regulations and laws in force and in force;
- base the quality management program developed annually on:
 - compliance with company principles;
 - respect for the objectives of all interested parties;
 - the assessments and results of internal and customer audits;
 - the results of the management review;
 - the results emerged and managed by the managers of the various company activities.
- ensure compliance with all requirements agreed with the customer and implicit requirements;
- ensure compliance with applicable laws and regulations and all signed requirements;
- ensure high communication of the image and reputation of our company linked to an excellent level of service;
- develop adequate customer support strategies;
- guarantee an excellent level of service consistent with correct company remuneration necessary for an innovation process.

All staff are therefore required to:

- guarantee the careful evaluation of this document, its understanding and the pursuit of the objectives set out in it;
- commit to our company and its customers in order to satisfy both the explicit and implicit needs of all interested parties;
- share the fruit of one's work experiences with colleagues, avoiding any professional jealousy;
- suggest to management any intervention deemed important for improving company performance;
- pursue the specific objectives of the management program of an improvement process within the agreed times and methods;
- collect and report any problems relating to the equipment or the product, helping to resolve such problems before they give rise to a complaint;
- consolidate a culture based on facts and the assessment of potential risks.

This document, for the reasons and with the purposes set out above, will be reviewed annually and brought to the attention of all the figures present in the organizational chart, and will be brought to the attention of everyone, employees and collaborators, as well as interested third parties, on the main noticeboard.

Busto Arsizio, March 1st , 2025

The direction