

GROUP QUALITY POLICY

The Fedrigoni Self-Adhesive Group (FSA) has chosen to obtain ISO 9001: 2015 certification as it believes it is a strategic factor of competitiveness and qualification on the market as well as evidence of the efforts made in pursuing the continuous satisfaction of all stakeholders.

Quality is understood by the FSA Group as a corporate value in which all are reflected, while the tools provided by the management system are intended as a support to improve one's work and pursue customer satisfaction.

In order for the quality management system (QMS) to bring the maximum added value to the processes, it must guarantee the improvement of methodologies and technologies, the re-evaluation of human resources, the acquisition of the most appropriate technical knowledge, the accurate management of information on results achieved.

The reference points of the QMS are documented information relating to processes and their planning and control, as a management tool for every activity of the Group. This Group Quality Policy has three main objectives:

- 1) always maintain a high level of satisfaction of stakeholders, in particular of its Customers and Partners;
- 2) facilitate the participatory and sharing process among their own people, in particular employees and collaborators;
- 3) carry out each assessment on the basis of objective evidence and in compliance with the laws in force and regulations in use.

In summary, the founding values of the Group Policy are:

- dedication to the customer and interested parties,
- professional excellence,
- the reliability of the products and services offered,
- transparency,
- fairness,
- innovation.

The aforementioned guidelines, indicated and kept up-to-date through this document, translate into precise commitments on the part of Top Management, which establish the following:

- it is necessary to guarantee the evolution of products while ensuring, at the same time, the maintenance of the high level of reliability achieved;
- thanks to the stability achieved over the years, the products and services offered by the Group have reached high quality levels with full customer satisfaction; it is necessary to undertake to guarantee the maintenance of these high quality standards;
- it is necessary to show availability, to competently manage Customer requests and to use all the necessary tools to expand the number of those who rely on the FSA Group for the solution of their needs;

- the Management has direct responsibility for the Quality Management System, undertakes the commitment to periodically set concrete and measurable objectives, to make available all the resources (human, technical and financial) necessary for the pursuit of the aforementioned objectives and to verify the achievement of the same;
- it is ensured that in the processes in place the needs and expectations of the Customer are very clear and that their degree of satisfaction with the products / services supplied is detectable;
- constant control is ensured on the quality of the products marketed, in advance and subsequently, through verification actions;
- The Management undertakes to ensure that the directives outlined here are disseminated and assimilated by all the personnel operating at the various levels, using all the internal communication tools activated.

The Quality Management System of the Group Companies is based on a risk-based thinking approach that allows the Organization to determine the factors that could generate process deviations from the ISO 9001: 2015 standard and to implement preventive controls to minimize negative effects and make the most of the opportunities offered by the market by anticipating trends.

Top Management undertakes to ensure that this Policy is understood, shared, implemented and implemented by all its employees and collaborators and at the same time undertakes to share it with all stakeholders.

The Management works with unity of purpose and common objectives, striving to create the conditions so that employees are placed in the best conditions to achieve the objectives set by the Quality Management System. All this makes it possible to align strategies, processes and resources to achieve the objectives set by the Group.

This document has been made known to all levels of the Organization through training meetings and display within the premises; it is published on the website in order to ensure its dissemination to all employees, collaborators and all third parties interested in various ways in the activities and services offered.

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