

QUALITY POLICY	DOC 05.2 Rev.0
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UNIESSE NOVACHEM intends to ensure full customer satisfaction and continuous improvement of its management and operational efficiency, in the belief that this is an essential prerequisite for success on the market.

Uniesse Novachem company has as its strategic objectives the continuous improvement of products and production processes, the progressive reduction and elimination of factors that adversely affect company results, compliance with regulations, laws and provisions, the growth and professional capacity of the company staff which is considered the main corporate asset.

For this purpose, a Quality Management System is applied in order to meet the requirements of the UNI EN ISO 9001:2015, and to the Quality Manager is given the authority to take care of its definition, application and systematic updating, with the collaboration of all business functions.

In particular, the primary objectives of the Management in carrying out the policy are:

- **Customers:** careful and correct interpretation of requests, satisfaction of needs and deliveries, quantified evaluation of customer satisfaction;
- **Planning:** continuous adaptation of company skills to market needs, reduction of errors, deficiencies and other unwanted factors, respect of scheduled times, compliance with mandatory requirements;
- **Suppliers:** incisiveness in the selection and evaluation of their offers;
- **Production Process:** monitoring and improvement of productivity according to competitiveness;
- **Security:** compliance with current legislation;
- **Staff:** enhancement of human resources through continuous training.

Short and medium-term objectives are defined annually by the Management through "Quality Improvement Programs" on a concrete and quantified basis in order to be able to evaluate the results.

The General Manager is responsible for ensuring and supporting the implementation of this policy and for this reason he promotes the necessary awareness and training initiatives.

Each manager of the Operations Department is responsible for the effective application of the Quality Management System and the achievement of the established objectives, within the sphere of his / her own competences. Any problem that cannot be resolved at the specific function level must be reported to the General Manager.

All staff are called upon to make their contribution to the implementation of this policy, which is of fundamental importance for the affirmation of the Company.

The implementation and effectiveness of the Quality Management System and Quality Improvement Programs, in the face of this Policy, are carefully and systematically verified by the Management.

The Board of Directors