

OUR POLICY (Mission)

The MANAGEMENT of **FRANPLAST S.p.A.** has decided to commit itself to the implementation of a Quality Policy aimed at business development, with a view to continuous improvement, and the satisfaction of its Customers with regard to Quality, Safety, and Environment.

This policy is directed to be appropriate to the purpose of **FRANPLAST S.p.A.** Organization and the context in which **FRANPLAST S.p.A.** operates by identifying **Stakeholders** and their expectations.

Concrete basis of this choice are the following wills:

- Ensure that the Quality POLICY and GOALS related to the QMS are established and that they are compatible with the context and strategic directions of **FRANPLAST S.p.A.**
- Ensure the integration of QMS requirements into business processes.
- Promote the use of RISK BASED THINKING by determining and addressing the RISKS and OPPORTUNITIES that may affect product compliance and Customer satisfaction.
- Getting people to actively participate by guiding and supporting them to contribute to the effectiveness of QMS.
- Determine, understand and regularly meet CLIENT and applicable mandatory requirements
- In the presence of Sanitary Emergencies generated by pandemics, **FRANPLAST S.p.A.** intends to comply with all protocols and related containment measures issued by the Italian Government and/or World Health Organization in order to avoid stoppages of the Company's production activities.

OUR GOALS

In accordance with the above statement, **FRANPLAST S.p.A.** Organization is committed to the following measurable, constantly monitored and communicated objectives:

1. Analyze and periodically review the CONTEXT in which **FRANPLAST S.p.A.** operates by determining the internal and external factors that affect **FRANPLAST S.p.A.** business and goals.
2. Determine and review the needs and expectations of stakeholders.
3. Determine and review the SCOPE of the QMS.
4. Identify the Customer's requirements so as to achieve their full (**Customer Satisfaction**) and constantly/periodically monitor the Customer's perception of the degree to which their needs and expectations are being met.
5. Determine the resources needed for processes, assign responsibilities, train, and attract the interest of the staff toward high quality standards, and manage organizational knowledge.
6. Improve the internal organization and efficiency of the Quality Management System by defining Processes, Responsibilities, Process Indicators and related objectives with a view to continuous improvement.
7. Plan and manage actions to address Risks and Opportunities.
8. Periodically review the Quality Management System to ensure its continued suitability, adequacy and effectiveness.
9. Acquire New Customers

In order to achieve the above objectives, **FRANPLAST S.p.A.** undertakes to periodically review this Quality Policy, always focused on continuous improvement of its activities and its image.

This Policy defined by the Executive Board will be documented and send to its staff, Clients and Stakeholders by different means of communication.

All functions of **FRANPLAST S.p.A.**, including Management, are responsible for periodically ensuring that the above principles are being adhered to.

Management of FRANPLAST S.p.A.

Provaglio d'Iseo, 01/07/2022