

## ***QUALITY POLICY***

Ekoline, which has been ISO 9001 certified for years with respect to the activities carried out in the design and production of chemical formulations for the industrial sector, considers quality to be a fundamental component in ensuring the satisfaction of the end customer and all parties involved in its process.

Therefore, EKOLINE intends to be a participant and an active contributor to the needs of the market, making its own working contribution in a policy that strives for fair exchange.

To achieve this, through a careful analysis of the context in which it operates, the expectations of its stakeholders, and with a methodology based on risk analysis, it is oriented to the continuous improvement of its performance capable of meeting the needs and expectations of the Customer through:

- the achievement at minimum cost of the quality agreed with the Customer,
- the continuous improvement of quality to make it more and more adherent to the Customer's expectations.
- the adaptation and development of new products according to the needs related to climate change, which involves a research process aimed at offering increasingly environmentally sustainable products. Clients expect the supplier to be up to date on adjustments at the chemical level, closely related to environmental impact, and to be ready to propose new products that can fall within the parameters accepted by that sector.

### **Methods of application**

The practical application of the preceding statement requires that the following general principles be systematically applied:

- compliance with contractual clauses,
- compliance with the mandatory requirements applicable to the sector in which it operates,
- attention not only to product quality but also to service quality
- prevention of Non-Conformities (NC),
- training and empowerment of personnel regarding quality,
- availability and traceability of information regarding quality,
- periodic measurement of the adequacy, activation, and effectiveness of the QMS, resulting in the development of improvement programs.

### **Responsibilities**

The Executive Board is responsible for:

- defining and disseminating the guidelines and objectives for quality.
- Defining the organization and providing the means to pursue the above objectives.
- periodically reviewing with department heads the proper performance of the QMS and identifying/updating, during the reviews themselves, the quantitative indicators to be adopted to monitor the degree of achievement of the main improvement objectives.
- Involve staff.

Each employee is responsible:

- of pursuing the assigned guidelines and time targets for quality,
- to comply with the relevant internal requirements and procedures,
- of the quality of any work performed,
- of reporting any NC found.