

QUALITY POLICY

The Quality Policy of POLMIX stems from the commitment of the Management, evolving through the work of the entire company, in compliance with the requirements specified by the UNI EN ISO 9001 standard and the legislation in force. Certification to the UNI EN ISO 9001:2015 standard constitutes a strategic factor for competitiveness and qualification in the market, as well as evidence of the efforts made by POLMIX in pursuing the continuous satisfaction of all customers and partners.

The Quality Policy of POLMIX has the following main objectives:

- 1) To consistently maintain a high level of satisfaction among its customers and partners.
- 2) To facilitate the participatory and sharing process among its people, particularly employees and collaborators.
- 3) To carry out every evaluation based on objective evidence and in compliance with the standards and regulations in use.

Directors, employees, and collaborators of POLMIX are committed on a daily basis to pursuing corporate objectives through contracts for the provision of high-quality and innovative services, while respecting and applying a Management System that complies with the UNI EN ISO 9001:2015 Standard, as well as with sustainability criteria and corporate ethics.

In conducting its activities, POLMIX has the duty to guarantee:

- A corporate organizational model capable of consistently ensuring high and appropriate technical-scientific skills to be applied.
- Interaction with its customers and partners with the aim of creating value while identifying present and future needs for the success of the company.
- A high level of procedural precision and integrity of the professional figures involved, by conducting research activities or providing services that always and in any case comply with the required technical requirements, current procedures, and the principles of ethics and sustainability.
- Total neutrality, independence, and impartiality in judgments to guarantee maximum evaluation objectivity, transparency, and the rejection of any undue influence or interference on corporate activities.

The Quality Management System of POLMIX is based on a risk-based thinking approach, which allows the organization to determine the factors that could generate process deviations from the UNI EN ISO 9001:2015 Standard and to implement preventive controls to minimize negative effects, maximizing the opportunities offered by the market and anticipating its trends.

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POLMIX operates at all levels with a unity of purpose and common goals, committing to create the conditions so that employees and collaborators are enabled to align strategies, processes, and resources to achieve the objectives set by the company.

Based on the general principles set out below, measurable objectives will be defined and monitored during annual reviews, to continuously improve the effectiveness of the Quality Management System

GENERAL PRINCIPLES:

1. Continuously improve the quality of company management and the services offered, resulting in the generation of positive results of both an economic nature and in terms of excellence and external reputation—to the full satisfaction of customers and partners.
2. Pay the utmost attention to identifying and satisfying the needs of its people, particularly employees and collaborators.
3. Guarantee constant action aimed at the enhancement, motivation, and professional growth of people.
4. Respect the requirements of the Quality Management System and ensure its continuous and effective application.

Busto Arsizio,

the General Management

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