



## COMPANY QUALITY POLICY

NUPI S.p.A. has set as the primary goal of its business strategy, not only the creation of products that meet the performance requirements and compliance to the use to which they are intended, but also the customer satisfaction with regard to the totality of his/her expectations. This means that all aspects of the relationship between NUPI and their customers are held in high esteem, monitored and quantified in order to pursue the satisfaction of needs and expectations of the end customer, in compliance with the statutory requirements of the law. Customers are now often setting product requirements related to the environment. NUPI has therefore decided to invest part of its resources in the environmental characterization of its products.

The fulfillment of this objective is the guiding element in the definition of business strategies, aimed at fulfilling the needs of an increasingly demanding and qualified market in terms of quality, price and services.

To meet the required quality, NUPI S.p.A. has streamlined all its activities by investing in equipment and especially in motivated and capable workers able to carry on the company mission.

The Management Board also undertakes to keep the certifications of compliance active according to the mandatory and product requirements for the whole product life and for the market for which it is destined.

The Management Board is committed in making available adequate resources and means according to the goals and targets established, in terms of expertise, equipment, information, economic and financial resources, and to continuously monitor its adequacy.

The Management Board watches over to guarantee that all personnel are constantly involved and encouraged to give its contribution to the achievement of the company goals.

The Management Board sets targets for quality achievement that are consistent with the Quality Policy and are as far as possible measured to monitor the performance of the company processes. The Management Board is not only committed to the management of the company processes as regards Quality but is also active in monitoring the processes regarding the environment and safety in the workplace.

The most effective tool to achieve this end is the Annual Review of the Quality System by the Management Board.



NUPI S.p.A. implements a QUALITY MANAGEMENT SYSTEM that is outlined by but not limited to the following points:

- Awareness of the working staff to promote their participation in the company project for quality achievement;
- Assignment of a specific task for all the workers involved;
- Continuous modernization of the equipment available;
- Increased productivity, reduced waste, improved quality of the products through appropriate production means, process controls, quality audits of raw materials and finished products as a consequence of the previous points;
- Continuous training of the working staff involved;
- Investments in terms of time, people and equipment in the research and development of new products;
- Investments in terms of time, people and tools in the development of product supports dedicated to its products (BIM Libraries, Environmental Product Declarations - EPD ...)
- Continuous and constructive co-operation with qualified strategic suppliers;
- Identification of quality indicators and their continuous monitoring;
- Survey and analysis of the real needs of customers.

The Management Board appoints the following bodies for the fulfillment of its Company Quality Policy:

- The Quality Directors and Quality Managers of the production plants, who represent the company as regards Quality, are responsible for the Quality Management System of NUPI S.p.A. and the control of its adequacy;
- The Managers of the various departments are responsible for the implementation of the Quality System to the extent of their competence.

To promote the diffusion and understanding of the Quality Policy the Management Board meets the Managers in order to spread awareness of the role of the individual inside the company.

The Company Quality Policy is duly signed by the General Manager.

**June 6th, 2019**

**NUPI Industrie Italiane S.p.A.**