

## QUALITY POLICY

**Coatyarn** was founded in 2019, since then it has grown strongly, and the accumulated experience combined with the quality of the products supplied represent the winning formulas to adequately face the national and international market. The constant technological evolution, the increased competitiveness, the specificity of the demands coming from the market, mean that being chosen and appreciated today by its customers, means qualifying its enterprise in terms of efficiency, quality, price, reliability, and service.

**Coatyarn**, fully aware of its role and responsibilities within the economic and social community, has made the development of quality an element of its corporate culture and relations with Interested Parties. In making this intent concrete, **Coatyarn** is committed to operating in compliance with quality requirements in accordance with the UNI EN ISO 9001:2015 Standard. The improvement of the Management System in all its parts and its constant adaptation to the evolution of the business reality and of the regulatory reference landscape constitute a fundamental basis to enable **Coatyarn** to successfully pursue quality-related objectives.

**Coatyarn** in the context of this Policy and in its commitment to its formal pursuit, declares that it:

- Seeking the complete satisfaction of the needs and expectations of Relevant Interested Parties.
- Constantly monitor the internal and external environment in which it operates
- Carefully assess the risks and opportunities of its processes
- Maintain a high standard of product quality
- Continually strive to improve the Management System
- Assume an active role in protecting the environment in carrying out its activities, using all measures to prevent pollution and promoting environmental improvement objectives with a view to sustainable development
- Meet its compliance obligations while ensuring that it applies all measures to control its environmental impacts
- Use the best available technology in the realization of its business objectives
- Develop and implement training and awareness programs for its personnel on the Management System, in order to make each employee aware of the effects and consequences of their activities
- Disseminate to customers and suppliers its commitment to environmental protection, also maintaining a relationship of active cooperation with the control authorities
- Commit to operate in accordance with laws, rules, and regulations, including all signed requirements
- Disseminate this document to all personnel and make it available to all Interested Parties
- Introduce and maintain up-to-date management and surveillance procedures for the constant monitoring of staff health and safety and for action to be taken if non-compliant situations, abnormalities, or emergencies are found
- Develop programs, objectives, and goals and for their fulfillment, provide trained and efficient human resources as well as adequate material resources
- Enhance information, education and training activities, involving all operators, and making them aware of their individual obligations and the importance of each of their actions in achieving the expected results and their responsibility for health and safety
- Identifying the hazards of activities and assessing in advance the risks to personnel for what is in place and for each new activity and/or process, so that solutions can be adopted to prevent occupational injuries and illnesses
- Activate appropriate channels of communication internally and externally, particularly with public authorities
- Carry out internal audits, in order to ensure that the requirements of the Management System are implemented and maintained
- Monitor the effectiveness of the Management System periodically, including through management review
- Activate analysis action for actual or potential nonconformity situations
- Review the risk assessment periodically regardless of changes that have occurred.

**Coatyarn** identifies appropriate indicators for individual business processes to concretely measure the results achieved and on which to set improvement goals with assignment of timeframes and responsibilities.

**Coatyarn** is committed to supporting the implementation of this Policy and compliance with the principles it contains. The Policy is analyzed annually in order to be able to ensure its validity and correspondence to the needs of the company and the Interested Parties.