

## QUALITY POLICY

The main objective of Vibiplast srl is:

**Our Mission is to pursue "The highest level of customers' satisfaction in the long run, fulfilling their expectations and their needs, both explicit and implicit. We achieve this by offering high quality products and services, because we believe that our customers' success goes hand in hand with us".**

In order to ensure this, our organization:

- Apply a robust Quality Management System that complies with the requirements of ISO 9001, with the purpose of pursuing the continuous improvement of products and services;
- We employ properly trained, reliable and aware people, who operate every day in complete safety in compliance with the values promoted by the Company Management and disseminated at all levels through their code of ethics;
- We adopt an approach per product process and manage these procedures by the methodic Lean Six Sigma with the aim of erase 3M (Muda, Mura, Muri.) and constantly improve efficiency and efficacy of its performance, creating value;
- Evaluate our performance through appropriate KPI (Key Performance Indicator), defining new opportunities for improvement promoting the KAIZEN culture;
- Plan and implement actions that address risks and opportunities, taking into account the context in which we operate, according to the "Risk-Based Thinking" principle;
- Constantly design and realize new blends to obtain the excellence of the own products with the objective to anticipate market needs and provide innovation, high quality at fair prices;
- Apply the Six Sigma approach whenever required, to ensure a process capability tailored to the customer's needs;
- Relevant issues related to climate change in our contextual factors, and consequently for stakeholders, have been assessed and reported in our risk analysis;

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- Work with qualified and monitored suppliers. They are business partners and not merely providers of products and services: we want them to share our mission and expectations, which are the same as our customers. We expect our suppliers applying high standards of excellence;
- In addition, to make the process of supply more robust, we plan a second level audit for suppliers. We believe that understanding their supplier chain is the first risk management strategy and can raise awareness and improvement for the whole chain;
- We are committed to ensuring the satisfaction of distributors and customers by providing a 360-degree support. Our goal is to monitor closely their level of satisfaction, as they are one of our stakeholders.

General Manager,

A handwritten signature in blue ink, appearing to be "A. M.", is placed below the title "General Manager,".