

## QUALITY POLICY

Prandelli S.p.A. mainly deals with the production of materials for sanitary and heating systems in thermoplastic and multilayer materials, and components; i.e. pipes and fittings, with a marked presence on the sector market and a renowned historical reputation.

The satisfaction of our customers is an important goal, and all our activities must be considered as an expression of quality; for this reason, the requests and expectations of the customer in terms of quality must be satisfied by the entire organization of Prandelli S.p.A., from the order to the final delivery and the use of our products and services.

Every project, activity, sale and service must and should be a reference for future business; and constant quality improvements and performance, in line with customer expectations, are the key to a successful business.

The achievement of these qualitative objectives and consequently the achievement and exceeding of the goals set in order to continue operating as a competitive and successful Company, is determined by our resources, by our organization, by the commitment we are showing in our work and, above all, by our positive attitude.

In order to achieve this objective, Prandelli S.p.A. has decided to:

- maintain and ensure the Quality Management System compliant and certified according to the ISO 9001 standard;
- comply with the mandatory legislation, the standards of good practice, and national and international regulations;
- establish objectives and goals for the continuous improvement of company performances;
- seek innovative solutions, adopting good practices and evaluating new technologies that allow us competitive advantages;
- inform and train personnel at all levels on the need to undertake to implement the company policy by carrying out the tasks expressly assigned, while encouraging employees to actively contribute with own suggestions for improvement;
- make the Quality Policy available to the personnel of Prandelli S.p.A., or company or body, having relations with Prandelli S.p.A.;
- involve suppliers and subcontractors in this policy, requesting compliance with it;
- prepare and monitor suitable indicators in order to measure trends and performances;
- plan and conduct internal audits in order to monitor company performance.
- evaluate those risks and opportunities that may or may affect or to favour in the achievement of the set objectives.

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It is the responsibility of every person who works for Prandelli S.p.A. :

- perform their work in compliance with company rules/procedures;
- stop, inform, communicate or seek alternative solutions when it is believed that what is being done may cause a non-compliance or a deviation or an anomaly;
- actively engage in seeking opportunities for improvement.

This policy is reviewed on a regular basis and amended as necessary to ensure its continued suitability and effectiveness.

The company commitment to support this policy is defined by the setting, implementation, verification and continuous improvement of the Quality Management System described in the Quality Manual.

The Quality System of Prandelli S.p.A is therefore based on the following fundamental principles:

**Customer orientation**

To understand their present and future needs, meet their requirements and aim to exceed their own expectations.

**Leadership of chefs**

Who must establish unity of purpose, guidelines and the internal environment of the company aimed at determining the full involvement of personnel in the pursuit of the company's objectives.

**Staff involvement**

Which constitutes the essence of the company.

**Process-based approach**

To achieve the expected results more efficiently.

**Systematic approach to management**

To identify, understand and manage the system of business processes that are interconnected to pursue the established objectives and to contribute to the effectiveness and efficiency of the company.

**Continuous improvement**

Which is a permanent goal of the company.

**Decision based on facts**

Because effective decisions are based on the logical and intuitive analysis of real data and information.

**Mutually beneficial relationships with suppliers**

A mutually beneficial relationship between the company and its suppliers enhances both's capabilities to create value.

MANAGING DIRECTION