

Inox Fondi S.r.l. has implemented a Quality Management System, in accordance with UNI EN ISO 9001:2015, in respect of which it has been certified for several years.

Over time, Inox Fondi S.r.l. plans to pursue and ensure the fulfilment of the expectations of all stakeholders, with a view to increasing their satisfaction, in relation to the relationships entered into and the impact they may have on the company's business, affecting strategic objectives as well.

Through its Top Management, it is committed to implementing the Quality Policy based on the criteria outlined below.

Focus on customers and stakeholders

Inox Fondi S.r.l. is committed to understanding customers' needs and expectations and plans its activities to fully meet them, most notably by:

- Continuously improving the products and services offered to customers;
- Providing innovative answers to customer demands, particularly with regard to new technology and high quality materials;
- Making information easily available to customers;
- Optimising logistics and product delivery as required;
- Adopting product standards as expected by customer markets;
- Complying with the laws and regulations of the target country;
- Opening up to the changes that characterise the mission of Inox Fondi s.r.l. and company performance.

Process-based approach

Inox Fondi S.r.l. identifies the different business activities as processes to be planned, controlled and improved on an ongoing basis, relying on the resources for their completion to the best of its ability. Inox Fondi S.r.l. manages its processes in order that the following may be unique:

- The objectives to be pursued and the expected results;
- The responsibilities involved and the resources deployed.
- Process, product and service improvement actions.

By relying on internal audits, risk and opportunity analysis and during normal monitoring activities, Management – with the involvement of its personnel – ensures that all activities relevant to the manufacture of dished heads, pipes and flanges in stainless steel and alloys take place based on the following process:

- Constant commitment to improving the quality and performance of our products for customers who are increasingly appreciative of the quality, innovation and performance of the products they purchase;
- Definition of product quality requirements in compliance with applicable laws and standards;
- Constant research endeavours geared towards the development of production technology solutions to improve the performance of products and services;
- Providing state-of-the-art machinery, production equipment, technology, and working environments adequate to achieve the company's objectives while ensuring control over every stage of production;
- Maintaining competitiveness also in international markets, in view of globalisation and increasing competition;

- Choosing suppliers in line with the company philosophy with a view to gaining their proactive support in the pursuit of high product quality standards;
- Continuous upskilling and training of human resources to ensure expertise in the performance of their tasks, safety at work, quality of results and respect for the environment.

Leadership

Inox Fondi S.r.l. implements systems to measure and monitor the management results of all business processes.

In this respect, Inox Fondi S.r.l. takes responsibility for the effectiveness of its Quality Management System, making all necessary resources available and ensuring that the planned objectives are compatible with the organisation's context and strategic directions.

Analysis of risks and opportunities

Inox Fondi S.r.l. manages its processes with a risk-based thinking approach in order to implement the most appropriate actions to assess and deal with risks associated with the processes, and to seize identified opportunities.

It carries out and periodically updates the assessment of strategic risks and corporate opportunities with the aim to define appropriate actions in relation to the situations identified.

Staff and stakeholder engagement

Inox Fondi S.r.l. is aware that staff and stakeholder engagement is a key driver.

It promotes the development of internal professional skills and careful selection of external collaborations so as to rely on competent and motivated human resources.

Continuous improvement

Inox Fondi S.r.l. permanently pursues the continuous improvement of the performance of its own Quality Management System.

This policy is applied across the board and at all decision-making and operational levels. Upon request, it is also disclosed to stakeholders.

This policy, together with the corporate objectives, is reviewed on a regular basis during quality management system reviews, and is amended as necessary.

Arquà Polesine, 3 January 2024

Top Management

A large, stylized handwritten signature in blue ink, consisting of several overlapping loops and lines, positioned below the 'Top Management' text.