

## **QUALITY POLICY**

The "Quality Policy" of Acciaierie d'Italia S.p.A. defines the commitments and objectives to be pursued in order to support its strategic targets.

All sites of Acciaierie d'Italia, to achieve and maintain its quality objectives over time, apply a Quality Management System based on requirements as expressed by the applicable standards to ensure an efficient use of resources and the highest attention focused to customers' needs.

### **COMMITMENTS AND OBJECTIVES**

1. Understand and satisfy the needs and expectations of customers, while ensuring compliance of products with the specified technical and qualitative requirements;
2. Ensure the involvement and commitment of the Management for the implementation of this Policy and the effective application of the Quality principles to achieve the expected results;
3. Formalize the quality objectives as indicated by the Management and establish precise control indicators useful to assess the results obtained and identify the causes of any quality noncompliance, ensuring a quick and effective reply;
4. Identify, evaluate and manage the risks that may have an impact on the compliance of products and quality service.
5. Promote an approach by process and keep an effective Quality Management System in process, product and service in compliance with legal and regulatory requirements;
6. Ensure the availability of resources, information and knowledge needed to run and control the processes, also through regular training activities;
7. Identify and record through operative practices and procedures the sequence of operations needed to ensure an effective and efficient running of processes and control of products;
8. Measure customers' satisfaction and make provisions on the basis of the results obtained by those measurements;
9. Carry out audits to verify the implementation and the effectiveness of the Quality Management System and its compliance with this Policy and other applicable standards, ensuring the implementation of proper measures to eliminate or prevent any causes of inadequacy of the System itself;
10. Select and qualify the suppliers of products and services having an impact on final quality of processes and products by involving them, according to their competence, to reach the corporate objectives.

**The success of this Policy requires the involvement and commitment of all those who work for and with us.**

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Head of Quality  
Adolfo Buffo

