

QUALITY POLICY (INTEGRATED POLICY)

Valmet Plating S.r.l. aims for customer satisfaction, striving to become their primary and trusted partner through the technology of its products, know-how, and services within its field. To pursue excellence in the quality of its products and services, Valmet Plating S.r.l. acknowledges the crucial importance of safeguarding employees' health and safety, protecting the environment, and ensuring that its activities align with the surrounding area.

Valmet Plating S.r.l. is a key player in the metal surface treatment market, specializing in the decorative and fashion accessory sectors. The company designs, manufactures, and markets galvanic processes for base treatments such as Nickel, Copper, and Bronze, along with finishes using precious metal alloys, including Gold, Silver, Palladium, Platinum, Rhodium, and Ruthenium, as well as products for Cataphoresis. The Company's Management and Ownership consider Quality Management essential in developing galvanic products that deliver high chemical and mechanical resistance, lasting brilliance, and uniformity, ensuring market satisfaction.

To achieve and maintain high-quality standards, the Company complies with current legislation and establishes, monitors, maintains, reviews, and continually improves a suitable Quality Management System (QMS), ensuring conformity with the UNI EN ISO 9001:2015 standard to best meet customer needs.

The Company's core values include continuous focus on process and technology innovation, enhancing human resources, and a production and Quality Control cycle tailored to meet customer requirements. Valmet Plating S.r.l. is committed to balancing corporate growth with environmental protection, workplace safety, and social responsibility, while also addressing the needs of all internal and external stakeholders.

Valmet Plating S.r.l. thus considers:

- Suppliers as strategic partners in achieving business and product quality objectives, as well as in social responsibility, workplace safety, and environmental sustainability;
- Customers as fundamental to its success, working diligently to meet their satisfaction by providing services and processes that meet quality standards, strictly observing product, employment, environmental, health, and safety regulations.

The management system, encompassing all activities, is based on a continuous commitment to:

1. Product Innovation

Providing customers with a superior and constantly updated range of products to enhance their production processes and competitiveness.

The QMS forms the formal framework for product excellence at Valmet Plating S.r.l., with a focus on detail and customer satisfaction. The **Quality Management System covers the "Design and Production of baths and additives for plating, as well as the sale of equipment and consumables for plating."**

2. Production Process Control and Development

Constantly monitoring product quality at entry and exit points, regularly updating products, and using Product Lifecycle Management (PLM) practices to enhance process development and overall quality. Valmet Plating S.r.l. promotes systematic methodologies to ensure customer satisfaction by clearly identifying requirements and applying **Risk Assessment** and the **PDCA** (Plan-Do-Check-Act) cycle across all business processes. This enables the delivery of highly customized galvanic processes that ensure the uniqueness and compliance of items produced with our products.

3. Marketing and Sales Organization

Systematically monitoring global market trends to capture explicit and latent needs, planning short- and medium-term marketing strategies and objectives, and providing courteous, prompt, accurate, and efficient customer service.

4. Service Quality

Offering comprehensive needs analysis and tailored solutions through skilled personnel, processes, and production technologies to meet all customer needs effectively.

5. After-Sales Service

Improving support through qualified, continuously updated personnel. Implementing the best solutions to facilitate information flow from the company to the customer. Valmet Plating S.r.l. ensures high standards in managing galvanic processes through direct customer engagement by the sales team and providing a continuous, highly qualified service through internal laboratory analysis, the pride of our structure, with specialized personnel boasting extensive experience in the field, handling all stages of the development of innovative and customized processes.

6. People and Infrastructure Management

Implementing continuous employee training to sustain learning and regularly reassessing practices and experiences to keep personnel aligned with strategy, focused on priorities, and guided by professionalism, transparency, fairness, and honesty. This commitment promotes collaboration with colleagues, superiors, and collaborators to achieve shared objectives and encourages teamwork.

7. Quality in the Company

Integrating the ISO 9001:2015 quality system into daily activities to maintain and improve organizational effectiveness and efficiency, meeting regulatory and customer requirements consistently. Valmet Plating S.r.l. promotes the continuous improvement of its QMS and processes, investing in Research and Development of new products and processes, establishing partnerships with Research Institutes and Universities, and continuously monitoring stakeholder satisfaction.

8. Environment, Health, and Safety – Sustainability

Comply with applicable mandatory laws and regulations, as well as voluntarily undertaken commitments, by continuously improving workplace health and safety performance. Identify and assess environmental and safety risks, from the design of each product and process to the application of eco-friendly and sustainable technologies, to prevent all forms of pollution and incidents in daily activities, thereby reducing environmental impact, residual risks, and occupational diseases. Ensure a safe and healthy workplace. In this regard, Valmet is committed to promoting adherence to current safety and hygiene standards, ensuring compliance with company provisions related to workplace safety. This includes rigorously respecting the principle of effectiveness in the adoption of preventive and protective measures, and working to improve workplace conditions in line with available technologies.

Undertake actions to monitor and optimize energy resource consumption. Draft a **sustainability report**.

One of the company's primary focal points is research applied to sustainability. To this end, Valmet continually invests in experimental initiatives aimed at defining environmentally safe and sustainable galvanic processes and baths, helping and supporting its clients in adopting eco-friendly and sustainable practices and processes. Promote the adoption of these principles among suppliers and stakeholders.

9. Social Responsibility

Promoting respect for fundamental human rights and business ethics. Contributing to local socio-cultural growth by prioritizing local initiatives and projects. Strengthening ties with the educational sector (Schools and Universities) by supporting internships, apprenticeships, and research within the company.

Valmet Plating S.r.l. adopts a Code of Ethics and is committed to:

- Creating work conditions that safeguard employees' physical and mental integrity and respect their moral character, avoiding discrimination, undue pressure, and unjustified discomfort.
- Respecting employees' right to join labor and representation organizations.
- Adhering to established working hours and wage criteria as defined by applicable laws, national agreements, and company-specific contracts.

10. Privacy Management

Complying with data protection regulations, integrating correct data management into activities to use data solely for defined purposes.

11. Management Commitment

The Management is committed to providing the necessary resources and means to implement and maintain this policy.

Calenzano (FI), 30th October 2024

The Management of Valmet Plating S.r.l.