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QUALITY POLICY

The General Management defines the Quality Policy and spread it to all interested parties; it documents the objectives and commitments made, according to the company strategies, towards customers, the market, the Property and the employees of the company itself, so that the performance of the Quality Management System is implemented, maintained and improved, while maintaining compliance with the regulatory requirements and applicable mandatory requirements.

The General Management promotes all actions necessary for lasting success through the continuous implementation of the Quality Management System and the improvement of products and processes; this System, as described and defined in this document, must allow compliance with the commitments undertaken by the General Management.

For this reason, the General Management considers decisively the participation of all the staff of **GERMO spa** in the implementation of the Quality Management System, in order to achieve full customer satisfaction and the consolidation of the Company's image on the market, while maintaining the competitiveness of its prices with respect to the market through a planned control of the production processes and the economic and financial management of the company in the perspective of *business continuity*.

GERMO spa's mission is to ensure maximum customer satisfaction through the supply of services and products for disinfection, cleansing and sterilization.

To look for a prominent position in the market and achieve the customer satisfaction and loyalty, **GERMO spa** is constantly engaged to:

- develop new products designed and built to meet the needs of the customer, to anticipate their expectations, and to provide solutions that create value for the customer;
- make a systematic selection of new high-level products;
- speed up the distribution of products and services by adopting the most innovative and reliable technical tools, making the organization more efficient, using all the necessary potential.

In order to guarantee this, **GERMO spa** has designed and implemented its own Quality Management System, applicable without exclusions to all products manufactured, based on the planning of decision-making, management, production and support processes.

The Quality System is structured in process planning documents; these documents, set up according to the requirements contained in the international standard UNI CEI EN ISO 13485: 2016 and UNI EN ISO 9001: 2015, define the methods in which every aspect of the work must be done, while clarifying what are the interconnections between processes so that the company is able to supply products that comply with contractual and legislative specifications.

The Quality Policy is the pivotal element of **GERMO spa's** Quality Management System based on sectoral and measurable objectives established by the Management.

The fundamental objectives, constantly monitored over time, are:

- develop and maintain a Quality Management System as a tool to achieve the objectives, respect the commitments made, promote the continuous improvement of company processes, ensure compliance with the mandatory requirements for related products and services;
- adopt an integrated risk management system, in order to ensure that for all manufactured products the residual risk is reduced to a minimum, by setting up a risk management policy commensurate with the various dangers of products;
- engage all available energy and skills in listening to the customer's indications, suggestions, wishes;
- focus each activity on the customer's needs to satisfy him better and faster in order to affirm a position of leader in the market;
- obtain products that comply with regulatory, technical and legislative requirements;
- plan and improve management, main and support processes over time, checking all internal and external context factors as well as relevant risk elements;
- satisfy the expectations of the Customer and all other interested parties (Employees, Suppliers, Shareholders, Certification Body);
- monitor management control elements over time to ensure that all parties the permanence on the market;
- improve the product supplied by choosing advanced technical design and production solutions;
- obtain production flexibility by planning and scheduling works and human and infra-structural resources in order to facilitate the process management;
- ensure compliance with the delivery times established with the Customer in the contract;
- ensure that the production process is carried out from a technical-economic point of view under controlled conditions and in compliance with the requirements established with the Customer and preventing Non-Conformities through appropriate control actions and, if necessary, planning Corrective Actions within the scope of continuous improvement of processes;
- guarantee adequate storage, conservation, packaging, handling and transport services so that the product maintains the compliance requirements until delivery.
- spread appropriate culture and methodologies in the organization so that anyone who works there is constantly able to provide the best service expected to the customer;
- ensure a high level of satisfaction for all employees through the pursuit of the maximum loyalty and a sense of responsibility;
- encourage staff and management so that they can realize their own attitudes, interests and predispositions and develop their technical and organizational skills.

While carrying out its mission, **GERMO spa** undertakes:

- towards customers, to provide products and services that match the mandatory requirements and of high quality, to demonstrate transparency and reliability, to ensure product quality at competitive prices, through the analysis and containment of costs;
- towards suppliers, to realize a profitable "alliance" so as to be able to be an active part in defining the performance and characteristics of the product, and to provide the necessary support for the understanding and definition of the Customer's requirements and mandatory requirements inherent to the product;
- towards employees to realize a spirit of initiative, encourage professional growth, ensure profitable and serene professional relationships, guarantee a safe working environment in which everyone can be satisfied;
- towards the Property to promote the growth of the Company, ensuring adequate profitability and financial stability, essential elements for the affirmation of the Quality Policy.

These fundamental objectives can be achieved:

- establishing fruitful collaboration relationships with the customer, a continuous technical assistance on behalf of the customer and the ability to respond to any need;
- formulating technical-economic offers that are in line with the Customer's needs and that reflect the company's technical-organizational and economic-financial capabilities;
- seeking the full involvement of all staff in initiatives of empowerment, skills enhancement, incentives and awareness.
- managing correctly and profitably relations with Contractors and Suppliers of raw materials, equipment and services;
- using suitable instruments to ensure the conformity of the product subjected to periodic scheduled or extraordinary maintenance;
- using measuring and control instruments of adequate precision class in order to ensure the product quality standards required by the Customer.

GERMO spa

Direzione Generale