



QUALITY POLICY (PQ2020)

The Management establishes the Quality Policy as a supplement to the Workplace and Environmental Safety Policy, highlighting the strategic goals and the commitments undertaken as a result.

Lechler, by voluntarily complying, with standard **ISO 9001:2015** to ensure that the company has a compliant Quality Management System, Lechler has updated its Integrated Management System, **Quality-Safety-Environment**, using the criteria that were introduced by the New revision of the Reference Standard. Regarding the Risk Assessment of Achieving Goals, Lechler has followed the guidelines based on **"Risk Based Thinking"**, as indicated and envisaged by Standard **ISO 31000:2010**, **"Risk Management"**.

In the general framework of the Risk Assessment introduced into the Integrated Management System, all the significant Processes have been identified. These have been assessed considering the Contexts defined in the Organisation, both inside and outside it, also introducing their Relative Component, namely Economic, Social and Compliant, and the level of Final Residual Risk.

From the Risk Assessment performed, Lechler has decided to Take the Opportunity as a tool of ongoing improvement, also identifying any threats, in case of objective evidence.

Lechler, thus wishes to express its ongoing commitment to comply with the legislation in force and with the regulations that can be applied in a broader sense, both current and future.

In the framework of its commitment to ensure Quality, Lechler applies strong Leadership with clearly defined Responsibilities both in defining Goals by planning them annually, and then applying and sharing them with all levels of the Organisation, and in providing adequate Competent Resources to achieve said Goals.

Hence, this Policy expresses the Management's responsibility towards aspects of Product and Service Quality provided to the External and Internal Client, and is binding for all employees of the company.

LECHLER establishes its own Organisational Attitudes and Principles:

supplement and connect skills and functions, promote the company's resources, adopt common approaches in company activities, ensure the continuity of the business style acquired over the years and maintain a motivated working environment.

By selecting input from the Organisation during operations, **the Executive Board** expresses the corporate vision, strategic corporate guidelines, goals and action plans.

Identifying and measuring the internal alignment of human resources, processes and technology with value proposition for the Client, with the Binding Law in Force, and interacting and in correlation with **Legislative Decree 81-2008 and Legislative Decree 152-2006 as amended**, regarding aspects of HSW and the Environment, in compliance with **Model 231** introduced as envisaged by **Legislative Decree 231-2001**, with the **Responsible Care Programme**, which the Company has adopted, and with the goals of the stakeholders represents **Quality under every aspect for LECHLER.**

The Management's commitment to comply with Quality Principles and requirements is concretised by:

- ensuring that this Quality Policy and its relative integrated management system are understood, implemented and maintained at all levels of the company;
- ensuring that this document can be accessed by the public, external entities and anybody else that is interested.
- The action plan devised to meet the goals of the Strategic Plan was developed on the basis of four key areas (economic-financial, client-market, organisational, expertise and development) assigning measurable targets to each component of the Management Team (MT).

With regard to these indicators and goals, the Management pledges to:

- assess their suitability during the Management review process and during monitoring activities relating to the application of the Quality Management System.
- During the Review of the Management System, the Management shall assess the Internal and/or External contexts in order to observe improvements or implement the necessary changes.
- Update all personnel on the progress of these indicators in order to foster additional improvement and involvement measures;

REVIEW	DATE	PRODUCED BY	APPROVED BY
06	31/03/2020	RSGI	MANAGEMENT

IT MANAGEMENT DOCUMENT