

To all the stakeholders, specifically to everyone interested into the work of Lagoplast srl.

Lagoplast promote the culture of Quality throughout the commitment of everybody working for and with the company. In order to accomplish such a thing, everyone has to be aware of his own role and responsibility in pursuing the quality and improvement goals. Moreover, everyone has to understand the importance of active collaboration toward every co-worker.

*The highest satisfaction of the client, in accordance with respecting, explicit and implicit, needs and expectations, can be reached thanks to the participation of everyone in guaranteeing the quality of both products and services offered.*

The key to all of this is the systematic application of the tools belonging to the Quality System aligned with the requirements of the regulation UNI EN ISO 9001. Furthermore, working in this direction allow Lagoplast to be perceived by the client as a partner that improves the quality of work and understands the emerging needs.

The work flow planning and operating is based on very well defined processes, applied in a systematic, planned and documented approach:



Lagoplast proposes to pursue and monitor these Quality Policy topics:

#### 1. Quality System

- To maintain a company Quality System Certified aligned with the requirements of the regulation UNI EN ISO 9001;
- To identify the Context Factors and the requirements of the Interested Parties that impact and influence the performance of: the Design, Manufacture and Sale of Regulators, Caps and various items for LPG and Plastic Molding;

- To introduce, in reference to the “risk-based thinking”, the risks and opportunities evaluation, that will allow the company to determine the pain points that induce the system to slow down compared to the planned results.
2. Continuous Improvements
    - To optimise the productive processes with the constant investment of resources;
    - To maintain the product very competitive and the optimal quality/price ratio, with the continuous adaptation of the flexible production capabilities;
    - To apply the productive processes in compliance with the security, ethics and ecology values, to make the product suitable for its final use.
  3. Client Satisfaction
    - To monitor the client Satisfaction Rate, to improve the perceived Quality, to prevent complaints and to respect the commercial terms and conditions (of production and delivery).
  4. Suppliers and outsources: evaluation and collaboration
    - To verify and evaluate the Quality of the supply chain (of products and services);
    - To promote the collaboration within an overall Quality of the company.
  5. Reduction of non-compliances
    - To improve the product quality using a specific production plan and a constant check and integration of all the activities;
    - To optimise the costs and to minimise the waste;
    - To eliminate the non-compliances of products using multiple checks within the different production phases, in order to avoid defects and refuses.
  6. Active participation and growth of Human Resources
    - To improve the skills and the involvement of all the company’s human resources;
    - To support the active participation and the sharing of the Quality goals, using training, supervision and efficient communication.
  7. Environments
    - To conduct all the activities while respecting the environment and the sustainable development;
    - To respect the good practice regulation within the bigger system of the European Community Regulation for the environment;
    - To pay attention to reduce the pollution, the emissions, the waste, to the water and the electricity use and to recycle attentively different materials.
  8. Health and security
    - To guarantee a secure and healthy working environment to every worker, this is not only every workers right but also a must for the Company Management;
    - To maintain the working area efficient and productive applying all the necessary rules (Dlgs.81/08 e s.s.m.) in order to minimise the risk of fires, accidents and possible dangers for the entire human resources and collaborators health;
    - To constantly apply the *“Protocollo condiviso di regolamentazione delle misure per il contrasto e il contenimento della diffusione del virus Covid-19 negli ambienti di lavoro”* in compliances with the laws and the regulations from the competent authorities.

The application of this Policy is punctually and rigorously verified by the Company Management.