

«Quality is part of our history.

If we have been a reference in the industry for over 50 years, it is because our main goal has remained unchanged over time: 'To continuously improve the quality standards of the products and services we provide.'

All our design and production activities are subject to essential requirements concerning both respect for the environment and safety: we comply with European and worldwide directives.

Our agile business organization and problem solver approach allow us to ensure reliability and results. Our history is closely connected to the evolution of conservation technologies and market demands.

There is a steady drive in us to innovate, to expand experiences in new areas and to look for solutions that sometimes become global milestones.»

Isolcell management firmly believes in the importance of approaching business issues by the use of modern concepts of Continuous Improvement and introducing a "Risk Based Management" approach in order to comply with the directives of ISO standards.

Quality is therefore considered a strategic value for the achievement of organizational effectiveness and is pursued throughout the company's activities, with a preventive criteria.

Management is equally aware of the need to pursue its mission by meeting the expectations of all parties affected by the company's activities, complying with applicable regulations and laws, aiming to reduce pollution, and pursuing the prevention of injury and illness.

Each company activity has the following targets:

- producing products and providing services that fully meet customer needs in terms of qualitative reliability, while complying with legislative requirements and mandatory regulatory requirements with regard to worker health and safety protection and environmental preservation;
- ensure safe and healthy conditions for the prevention of work-related injuries and illnesses, focusing on the prevention of work-related injuries and illnesses and managing health and safety risks, including through the supply of specific training to workers and related constant awareness of the issue;
- make use of available technologies to constantly improve working methods and production efficiencies, monitoring the implementation of its processes in order to assess the trend of business performance, the achievement of targets, and possible further insights for improvement;
- increase the trust relationship with customers by pursuing continuity and quality increment in customer relations and through appropriate customer satisfaction analyses;
- develop a deep integration in the company both vertically and horizontally, including through the focus on education, training and continuous improvement of individual skills;
- identify and analyze positive and negative impacts on the business and update the context analysis and risk assessment in order to improve the system and reduce risks to the organization;
- promote the adoption of appropriate behavior and compliance with legislative requirements regarding health, safety and the environment even among companies that outsource to Isolcell;
- be structured in such a way as to give the appropriate motivation to each resource involved in the performance of his or her duties and provide the necessary awareness of its significance;
- improve internal potential through increasing people's involvement and so that each person recognizes the importance of his or her work to the company's business success;
- carry out constant review, optimization and definition in procedures of activities, with methods to

- prevent errors, avoid loss of time and ensure compliance with the desired specifications;
- strive in order to consult and involve workers and their representatives;
 - to promote communication with all private and social parties in the area in order to harmonize the inclusion of the organization in its environment, supporting the dynamics of mutual development.

In addition to these general targets, the Management, during the periodic reviews of the Integrated Management System, defines additional specific targets, which it always agrees to verify on the expiry of the established time frames.

The Management is committed to taking all measures to ensure that the Company Policy is reviewed annually, is distributed, understood, implemented and supported within all levels of the organization, encouraging and promoting the development and improvement of the Management System as a way to successfully achieve the set objectives.

ISOLCELL S.p.A.
Company Management