

Trezzano s/N, September 9th, 2020

QUALITY POLICY

Baralan International S.p.A. ("Baralan") has instituted this Quality Policy with the aim of achieving the maximum satisfaction of its customers and of all parties, developing a strategy of continuous improvement that comes from a culture oriented towards transparency. At the foundation of this Company Policy is the promotion of the common and constant commitment to strengthen the presence of Baralan in the cosmetic packaging market. The creation of value of the company depends on the ability to combine economic objectives with the expectations of all stakeholders, in compliance with National, European and International regulations, and to develop innovative solutions capable of constantly reducing environmental impacts, internal and external risks, promoting innovation and efficiency in the market. The activities of each member of our organization must be guided and inspired by the Group's values (**Excellence, Passion, Integrity and Creativity**) and skills (**Teamwork, Results orientation, Innovative approach, Leadership and function skills**). The key points of this Quality Policy are the following:

1. QUALITY AT THE SERVICE OF THE CUSTOMER CONSTANTLY EXCEEDING THE EXPECTATIONS

- Provide products that meet the customer's needs, paying particular attention to the functional, aesthetic aspects and ensuring the protection of the intermediate user as well as the consumer.
- Guarantee the achievement and maintenance over time of the quality level of the product and service agreed with the customer.
- Ensure the delivery of the products to the customer in the terms and modalities agreed.
- Offer customers an accurate service for the definition of the products guaranteeing choices that are technologically reliable.
- Implement a Management System compliant with UNI EN ISO 9001:2015 able to guarantee over time the maintenance of the supplies of products and services for the customer.
- Guarantee an adequate after-sales service to the customer.

2. QUALITY IN INDIVIDUAL AND FUNCTIONAL BEHAVIORS

- Define in a precise and collective way the responsibility of each employee of the company.
- Engage and raise awareness within the staff, at all levels, in the business management for Quality.
- Pay attention and encourage the development of Human Resources in relation to professional qualification, to the technical update and to the career development in order to strengthen motivation, involvement and sense of identification within the organization.
- Keep Quality information tools clear, updated and available to all resources.

3. QUALITY IN THE MANAGEMENT OF COMPANY PROCESSES

- Verify and establish the Quality of products, processes and systems for the delivery of services.
- Promote the quality improvement of its suppliers through close and reliable partnerships.
- Use the concept of continuous improvement as the basis for all activities.

Periodically examine and evaluate the Quality Management System (QMS) in order to identify and make effective the Quality performance improvements.

The propagation of the Quality Policy is promoted within the organization by the Management through specific training activities and throughout the distribution of this document. The Management undertakes to revise this document annually.

Baralan International S.p.A.



Roland Baranes
President

Baralan International S.p.A.

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