

# QUALITY POLICY

Year 2020

Nichelcrom is a service centre that sells stainless steel sheets and strips internationally, if necessary cut and worked on the surface in their own plants in Sesto San Giovanni (MI) in Italy.

The Management is aware that the implementation and maintenance of a Management System for Quality (QMS), in compliance with the UNI EN ISO 9001:2015 standard, is of extreme importance in the life and future of the company, in order to guarantee a product and service based on the highest quality standards for the Satisfaction of its customers and all interested parties. These principles define below the guide line of its quality policy.

The organization is committed to understanding the needs of customers and planning its activities to satisfy them in the best possible way, in compliance with the laws, regulations and requirements of involved reference market of the countries in which it operates and of all related parties involved in the processes.

The organization identifies its activities as processes to be planned, controlled and constantly improved. It activates the best resources for their implementation and manage processes to define all objectives to be pursued at expected results, with related responsibilities and employed resources. The organisation assumes all responsibility for the effectiveness of its QMS by providing necessary resources and ensuring that planned objectives are compatible with context and strategic guidelines; the organization communicates the importance of the QMS and it involves all concerned parties by supporting them.

The organization evaluates the context in which it operates with its own processes, defines risks and opportunities in order to implement the most appropriate actions to reduce risks and to exploit and reinforce possible opportunities.

The organization requires and stimulates at all levels an adequate sense of proactivity in management processes and it is aware that the involvement of all internal stakeholders is a key element in process strategy.

The organization promotes the development of internal professionalism and a careful selection of external collaborations is done in order to have competent and motivated resources.

The assessment of risks and all opportunities connected with business processes, internal and external audit activities together with the Review of the Management, are the tools that the organization costantly implements in order to improve final objective of providing customers with an improved, evolved and transparent service.

The Quality Policy is reviewed and, if necessary, updated along with the Review of the Management. It is made available to all interested parties, by publication on the Company website.

Sesto San Giovanni, 15th january 2020