

POLOCHEM[®]
CHEMICAL PRODUCT FOR TANNING INDUSTRY

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QUALITY POLICY

Polochem S.r.l. has been producing and marketing chemical products for the tanning industry since 1991. The company, with over 20 years of experience in the sector and thanks to the use of the most advanced technologies in the evolution of the chemical sector, is able to create chemical products for tanning use, guaranteeing constant quality. In its formulations, Polochem S.r.l. uses only selected raw materials, thus obtaining a high performance in the various leather processing; the company is also able to guarantee complete technical assistance, making a valid contribution to the study and development of the articles. Polochem S.r.l. is able to supply the whole range of chemical products for tanning production, to bring the hides from raw to finished.

Since the beginning of its activity Polochem S.r.l. has maintained constant attention to the environment, developing products in compliance with current regulations, always offering high quality solutions.

Polochem s.r.l. has long been engaged in the research and development of eco-sustainable products and recipes for the production of “green” leathers characterized by high quality standards.

The **products** marketed, mostly made to measure for the customer and often formulated directly by the company, cover a wide range of tanning processes, from raw to finished leather.

For customer **service**, the technical staff makes professionalism and experience available, making use of the qualified resources of the experimental tannery laboratory and the support of the research and development laboratory, for the development of items capable of satisfying the technological and regulatory requirements and new trends of fashion.

Always punctuality, efficiency and professionalism, in deliveries as well as in the management of customer requests, are guaranteed by the sales staff and warehouse staff.

The company's strengths are the **passion for leather, the enthusiasm for research, the quality and professionalism of the service**, which thanks to this philosophy has been a clear point of reference for its customers for years.

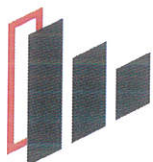
The company considers *human resources* and *research* decisive elements to develop and consolidate the company's position on the national and international market, where it is already active with the export of products to various countries.

With a view to a general growth **in compliance with the requirements of products and services**, the Management of Polochem S.r.l. has considered it appropriate to have a Management system compliant with **ISO 9001** Standards, which offers the opportunity both to publicly demonstrate the commitment to keep the requirements of products and services under control, and to have a tool to manage effectively continuous improvement with a view to increasing customer satisfaction.

Sharing the aforementioned values and working hard to implement them on a daily basis is perhaps the most burdensome commitment in the face of increasingly pressing demands and more chaotic work rhythms.

With this Policy, the Management defines and makes known to all internal and external operators who work on its behalf the principles it intends to follow and the commitments undertaken in the management of its quality aspects, namely:

- the determination, understanding and regular satisfaction of customer requirements and applicable mandatory requirements;



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- the implementation of adequate management of risks and opportunities that can affect the compliance of services and processes and the ability to increase customer satisfaction, with a broader perspective of corporate protection;
- focus on increasing customer satisfaction;
- the qualitative improvement of the products and services offered and the optimization of relationships with suppliers and customers;
- periodic evaluation of the efficiency of its Quality Management System with a view to continuous improvement;
- the periodic review of the objectives and targets for quality, as well as the adequacy of this policy.

All company personnel and operators who work on behalf of it are required to respect and daily implement the provisions of the system documentation in order to ensure the effective functioning of the Management System created.

Dr. Francesca Detti (Quality Manager) has the responsibility and authority to ensure that this Policy is implemented and revised appropriately over time.

This Policy is brought to the attention of the employees of Polochem S.r.l. and of all the operators who work on behalf of it so that it is known and supported. It is also made available to the public, ensuring that it is consulted by interested parties who request it.

This Policy is completed by the "Objectives and Targets" periodically planned by the Management and made known to all the company staff.

Castelfranco di Sotto (PI), 25.01.2022

The Direction