

IL 07: QUALITY POLICY STATEMENT

Gerli Metalli S.p.A. considers the continual improvement of its processes, as well as Quality Management Systems, one of the strategic tools to reach the objectives of its own business.

The company aim is to remain at the forefront of the marketing process of raw materials (non-ferrous metals, ferroalloys and pig iron), on the national and international market by constantly updating its offer and always keeping very high standards.

Given its customer-oriented approach Gerli Metalli S.p.A. has implemented a market strategy oriented to identify customers' needs and requirements, defining and describing the relevant offered services' practices

Therefore, Gerli Metalli SPA defines and describes its relevant performances offered.

In compliance with these principles Gerli Metalli S.p.A. promotes all the necessary actions to achieve the following objectives:

- use an internal organization and method to provide a measure of performances and processes of the Quality Management System, through the definition of monitoring indicators;
- develop innovative products and services that can successfully meet and anticipate customers' expectations;
- value human resources and their professional growth at all levels through tailored training programs;
- promote quality, ethics and privacy culture through appropriate informative actions towards all staff to increase their knowledge of the matter;
- optimize and improve the services offered to the customers;
- improve constantly the quality management system;
- encourage a work environment inspired to respect, fairness and collaboration which allow employee to be fully involved and empowered;
- act in accordance with the principles and values defined by the Quality Manual, which the company has adopted as an integral part of its organizational model;
- act in full compliance with national and international laws and regulations applicable to the business of the company;
- use our procedures to control financial and goods flows and to carry out "hedges" on the London Metal Exchange guaranteeing to the customer that Gerli Metalli SpA is not affected by the risks of price changes both in metals and in currencies. In turn, this allows us to always be able to meet our commitments both with customers and suppliers either on a long-term or spot basis.

Gerli Metalli S.p.A. undertakes the understanding and the deployment of the Quality Policy to all the staff.

The Management is directly responsible for the full application of the Management System for the Quality and periodically reviews to ascertain its suitability during the Management review.

During the review all the appropriate initiatives will be taken into consideration for the best implementation of the Quality Policy.

A Director:

Date: 05.02.19

GERLI METALLI S.p.A.
Uffici: Viale Sabotino, 19/2 - 20135 MILANO
Tel. (02) 89.99.11 - Telefax (02) 89.00.714

MODULO : **IL 07**
VERSIONE : **4**
EMESSO IL: **05/02/19**

FIRMA DEL RESPONSABILE EMISSIONE: _____

PAGINE NEL DOCUMENTO: **1**
DATA DI PRIMA EMISSIONE: **18/11/02**