

Prophos Chemicals S.r.l. believes that quality principles are an essential way to manage, monitor and govern the organization, in order to ensure the quality of the provided services. The company has therefore decided to set up a Quality Management System to monitor and measure technical, organizational, and human factors that can influence quality; and that is an effective tool to give customers services in accordance with their expectations, requirements and desires.

The mission that our organization wants to deploy is the loyalty and full satisfaction of customers and interested parties, especially respecting every supplying contracts, both in timing and service quality. We therefore want to develop more effective formulations and more efficient technologies, with regard to the recovery of raw materials and the reduction of energy resources need. In the safety market, we want to increase fire extinguisher manufacturers partnerships, to improve the performance of the extinguishing agent-extinguisher system, sharing know-how and experiences. On the other hand, in the agricultural sector we want to develop new specialized and niche products, dealing with R&D, production, and packaging.

To fully meet the needs of an increasingly wide range of customers, our company must aim to propose itself as an ultimate customer partner, not only in the execution phase of production, but also in the definition of the service and design specifications, according to the needs of the customer, the implementation and quality control specifications.

Therefore, it is essential to attempt to understand - together with the customer - all the quality requirements of the service: the explicit ones (expressed through a supplying contracts or an offer request), the implicit ones (which the customer considers as obvious) and latent (which the customer does not perceive as needs until he discovers their satisfaction). This to make the perceived quality equal or even higher than the expected quality, in order to develop a good word of mouth about our work.

Our organization works following risk prevention and risk management, for continuous improvement in its processes and activities planning. The company has also defined and periodically reviews its context analysis, therefore all organization actions rely on stakeholders' expectations.

Finally, ProPHOS Chemicals S.r.l., wants to promote the creation of an organization culture characterized by respect for diversity, meritocracy, and welfare at all levels.

The quality of the service provided by our organization is strongly influenced by the human factor, therefore recruitment, training and education of the personnel who perform all activities must be particularly fine.

In order to implement this Quality Policy, the Management also defines authorities, responsibilities, mutual relations of all the personnel involved in direction, implementation and verification of the activities that influence the Quality Management System. It also ensures that responsibilities and authorities for relevant roles are communicated and understood within the organization.

The Management also set a Group Responsible for the Quality Management System, as its representative to verify the proper functioning of the Quality System. The Group must ensure compliance with the Quality Manual and report to the Management important procedural differences, QMS performance and every improvement opportunity (corrections, corrective actions, radical changes, innovations, and reorganisations) for the suitability, adequacy, and effectiveness of the QMS.

**OUR KEY ASSETS:**

- Service punctuality and quality, flexibility and timeliness in deliveries.
- Technical assistance in product applications.
- Courtesy, professionalism, experience of the staff and willingness to grant all the customer requests, also evaluating new services integration.
- Attention to compliance with every national and international law, to ensure quality, safety and warranty of our products.
- The R&D and Quality Control laboratory that can offers costumer care services, tests and design of new products, meeting customers' demands.
- Sale of third party, private label, and co-branding products.
- Speedy and prompt complaints handling.
- Long-term relationship with customers (loyalty) and excellent communication with them.
- Cutting-edge and optimal equipment.

**QUALITY OBJECTIVES:**

- Implementing and keeping update the Quality Management System, in accordance with UNI EN ISO 9001:2015.
- Complying with all regulatory and legislative requirements of the fields where we operate.
- Meeting all the contractual requirements and expectations.
- Improving our competitiveness.
- Improving motivation and training of our personnel.
- Comparing with models of recognized excellence and align to international standards.

The Management commits to implement and to support this Quality Policy, to communicate it and to verify its understanding and implementation within the organization. This Quality Policy is communicated, understood, and applied within the organization and to relevant interested parties.