

**To
CUSTOMERS/SUPPLIERS**

Subject: QUALITY AND ENVIRONMENT POLICY

DOMUS CHEMICALS S.p.A.'s main objective is to ensure a balance between the corporate purposes stated in the Company's Articles of Association and the need to safeguard people's health and, more generally, the environment as set forth by Lgs.D. 81/08 and 152/06.

It is Domus Chemicals' desire to operate with respect for the safety of its employees, its customers and the people living in the vicinity of its factory, preventing the occurrence of major incidents, environmental impacts and mitigating any harmful effects.

Domus Chemicals' fundamental purpose is to remain flexible and ready to respond to the demands and needs of customers and stakeholders in general, even as the context in which it operates changes.

To this end, it endeavours to offer:

- An integrated procurement, production and testing service for its products, using carefully controlled resources, both internal and external to the company, and in keeping with compliance obligations
- Correct and complete processing of orders, accompanied by maximum compliance with deliveries
- A service that is attentive to the various specific needs, either by making products to the specifications of its customers or by adapting its own in relation to the specific needs to be met.

The above is always framed with a view to minimising the total cost, including the costs arising from non-quality, i.e. the lack of the defined quality level, as well as compliance with environmental and safety regulations, through a continuous analysis of the threats and opportunities associated with the various business processes.

Domus Chemicals therefore considers it necessary to address the issue of minimum total cost with a view to strong integration, stable collaboration and minimum environmental impact with both upstream operators in the logistics flow (suppliers) and downstream operators (customers).

Management identifies the application of an integrated Management System for Quality and the Environment, conforming to the requirements of the UNI EN ISO 9001:2015 and 14001:2015 standards, as the tool through which it can achieve this integration, also favouring the improvement of its own internal communication system between the various company functions and external to the interested parties, in order to achieve ever greater efficiency in its activities.

The guiding principles of Domus Chemicals' Quality and Environmental Management System are summarised below:

- Definition of personnel tasks and responsibilities for the best performance of company activities
- Definition of concrete and measurable objectives involving the entire corporate system, with identification of responsibilities and timeframes for implementation
- Definition of a guaranteed quality level standard for projects and products realised in the company also with a view to pollution prevention
- The ability to adapt to customer needs, developing and defining the conditions and requirements necessary to operate with maximum effectiveness and efficiency according to the sector that the product is intended for
- Conducting internal audits of products/processes/services and defining improvement actions.

Domus Chemicals Management is aware that in some of the production activities carried out there are hazardous substances and processes that major incident hazards are associated with.

This situation is currently indispensable within the scope of the company's aims, in the light of current technological knowledge and also in order to make available end products and services that improve health, safety, quality of life and environmental protection.

In order to ensure safety and environmental protection, including the avoidance of incidents, it is essential to have a thorough knowledge of the activities to be carried out and the dangers associated with them. This requires the employment of adequately trained personnel, the construction of facilities according to high quality, environmental and safety standards, and their operation according to criteria that place safety and the environment above all other considerations of economic opportunity.

This Quality and Environmental Management System is therefore an integral part of the overall management system of the production site and is also integrated with the Safety Management System developed in accordance with Legislative Decree 26 June 2015, no. 105 (implementation of Directive 2012/18/EU on the control of major-incident hazards involving dangerous substances), according to which the safe operation of a given installation depends on the overall management criteria.

Pedrengo, 22/06/2023

General Management

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