

	<b>POLITICA DEL SISTEMA DI GESTIONE INTEGRATO</b>	<b>REV 6 DEL 08/02/2017</b>
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## QUALITY POLICY

ACCA SPA, is a chemical company that develops and produces chemical auxiliaries for industrial production. The company believes that the quality of the products and services provided is the main tool for pursuing, obtaining and improving customer satisfaction in order to obtain an improvement of its organization and in perspective a decrease in the costs of non-quality.

The satisfaction of our customers is a guarantee of growth and business development.

This result can only be achieved through the involvement of motivated and responsible personnel.

It also considers the promotion of health and safety at work as an essential part of its duties and the results obtained in the field of accident prevention and risk reduction as an integral part of the company's results; it is also aware that the success of the company is strictly connected to the achievement and continuous improvement of a high standard in the field of safeguarding the environment where it operates.

This Policy is aimed at making all the people operating within ACCA Spa participate in the management of the Integrated Management System for Product Quality, for the protection of the Environment and Worker Safety.

The acquisition of an integrated certified system is only the starting point, not an arrival. We ask to commitment for to grow the system quality by objectives establishes with the management.

The objectives, established by the Management consistent with the guidelines and the business context, can only be reached with the full commitment of everyone.

To implement the Quality, Environmental Protection and Worker Safety Policy, the Management proposes to achieve the following objectives:

- Create a stable structure organized by processes;
- Implement the Integrated Management System, in accordance with the UNI EN ISO 9001: 2015, UNI EN ISO 14001: 2015 and OHSAS 18001: 2007 standards recognized in Europe and worldwide;
- Improve the activities, as far as possible, of ACCA S.p.A., through constant monitoring of the processes in order to optimize them from time to time;
- Improve the knowledge of the personnel involved, through training aimed at giving the company functions the knowledge necessary to complete the skills defined by the company.
- To achieve a high level of customer satisfaction in terms of quality, reliability, precision and punctuality of the service;
- Promote the same culture of quality, environmental protection and worker safety through eventual meetings, to its staff;
- Promote constructive suggestions by all ACCA S.p.a staff;
- Promote AC and AP activities when necessary; understand how these are not essentially "punitive" actions but constructive actions;
- Reaching the awareness that improving also means drawing from the outside and therefore taking into account the possible contributions originated by suppliers, collaborators and even competitors.
- Emphasize everyone's commitment to compliance with applicable laws on environmental protection and worker safety. The behavior of each worker is bound not only by specific internal rules, but also by rules, laws, decrees, etc. Well, each of these, for the good of all, must be respected;
- Create effective communication channels and exchange of information with the customer on the product supplied;
- Involve your suppliers more and more by looking for partners for the continuous improvement of processes;
- Ensure that the requirements of the Integrated Management System are integrated into the organization's business processes;
- Support for other management roles in order to demonstrate leadership and how it applies to the respective areas of responsibility;

- Constantly engage in the search for innovation of products and services and in the optimization of its internal processes;
- Making continuous improvement the essential tool to increase the performance of internal processes and the competitiveness of the company;
- Improve waste management activities, favoring their recovery and / or recycling over disposal;
- Make use of specialist advice through external Security consultants, to periodically monitor the application of the laws and regulations in force, integrating them with the systematic assessments made by the supervisors, to limit the risks of events, and of complaints / sanctions by the bodies deputies;
- Promote information and training to all staff on health and safety in relation to the characteristics of the workplace, their activities and this policy, with the aim of involving them in the prevention and safeguarding of their and others' health and safety ;
- Adopt the evaluation criteria of the organization that intervene on health and safety requirements, or the organization's ability to constantly evaluate itself, applying prevention requirements;
- Periodically review the Integrated Management System (procedures, instructions, etc.), revising it following new legislative obligations or analysis of environmental and accident events, with the aim of providing all employees with constantly updated and suitable information to prevent events.

The company, in order to control, establish, review its objectives, through the Management Review phase.

The Management of ACCA S.p.A. expresses that the points defined above must be considered as a corporate mission.

The Management will define new policies for the Integrated Management System whenever necessary and to review these at least once every 12 months during the Management review phase.

Whenever this happens, the personnel concerned will be promptly informed of the new points, which may be in addition to those mentioned above or in replacement.

We therefore ask for your collaboration, both to achieve the objectives and to define new systems or tools that can be integrated into the Integrated Management System Policy. Any new ideas will be considered if aimed at the above mentioned purpose.

THE MANAGEMENT