

QUALITY POLICY Rev.02

The Company NUOVA COMPLAT S.p.A., which has held the Quality Certificate for many years; also with the application of the New Standard UNI EN ISO 9001:2015, sets as its strategic objective the satisfaction of the customer, both internal and external, to be achieved through the continuous improvement of all processes; by developing and managerially applying a company organisation system in accordance with the above specified Standard.

The mission of the company NUOVA COMPLAT S.p.A. has been, for more than thirty years, to be a point of reference in the production of multilayer, plywood, chipboard, MDF, and blockboard panels, covered with the various wood essences.

Creatively, in the dynamic environment in which we work, we have achieved a high standard of production organisation through important technical innovations:

- ❑ Bundle trimming, in the various veneer types, with successive glue jointing, on semi-automatic software-controlled lines;
- ❑ Pressing of the sandwich joining panels to the veneers by means of a new line consisting of an automatic plant for the preparation, dosing and distribution of the adhesive to the spreader directly in the line; carried out by a new press with cutting-edge measurements and high technological standards. Automatic panel input during both loading and final stacking.
- ❑ Finishing the product by squaring and very light grinding gives our panels a high degree of reliability and quality.

Maximum customer satisfaction is a fundamental goal of our work, and is the guiding principle of our corporate philosophy. Therefore:

- 1) We want to maintain the highest quality standards for the product.
Appreciable to the customer, by means of careful checks on each operational stage; this will allow achieve and maintain no customer complaints.
- 2) We are continually developing technical, human and ecological values that will involve the entire workforce in the company's collective mission.
- 3) Our aim is to be an increasingly sensitive, dynamic, responsible and professional; we respond with extreme flexibility to the needs of our customers and the continuous changes in the market.
- 4) We work to increase sales volumes in order to develop and consolidate more and more our company.
- 5) We work safely, respecting the environment, and supporting the quality of life.
- 6) We ensure, with risk management, a comprehensive analysis in the overall context of each objective; and a commitment to continuous improvement.

Convinced that quality is the only direction to follow, given the constant evolution of the market, the Management believes that everyone's personal contribution is essential; by diffusing a culture that unites the entire company in respect of the different professional skills, and through common and shared collaborative behaviour.

FSC and PEFC certifications are also part of our corporate organisation; appropriate with the required updates; related to the respect of fundamental labour rights.

This quality policy is applied in every department, and at all decision-making and operational levels.

Periodically, during quality management system reviews, this policy is reviewed, together with the corporate objectives, and, where necessary, revised.