

ISO/IEC 9001:2015 Quality policy

Primeur Group

Version 3.0

**Approved by the General Director of Primeur Suisse SA
September 7th , 2023**

“Quality is not an act, it is a habit”.

(Aristotle)

Primeur Group, aware of offering products and services designed to meet its customers' expectations, decided to put “Quality” at the middle of its strategy, promoting its pursuit at all organizational levels, placing it among its founding principles in its Code of Ethics and establishing, maintaining active and applying a *Quality Management System (QMS)* compliant with the ISO 9001:2015 standard, with the ultimate aim of strengthening its credibility and its role on the market.

When carrying out their duties, all personnel is required to comply both with the provisions of the *Quality Manual* and with the procedures referred to therein and, in this regard, through its departments, the Top Management undertakes to plan and perform an ongoing involvement, training, checking and updating, at all levels.

Therefore, the *Quality Policy* commitments can be summarized in the following main objectives, set out for each level of the organization and the achievement of which is measurable on the basis of benchmarks:

- satisfy customers providing quality products and services, always compliant with applicable mandatory regulations, technical standards and applicable operating procedures;
- achieve from suppliers compliance with the set quality levels, through periodic assessments;
- involve its personnel and develop the organization on an ongoing basis, setting up training courses and performance evaluation criteria;
- limit the impact of its activities on the environment.

The Top Management, being responsible for ensuring the continuous monitoring, maintenance and improvement of the QMS in accordance with these goals, appoints a person in charge of the overall activities.

Audits are carried out annually to monitor the implementation and effectiveness of the QMS, following which, during the Review phase, the Top Management undertakes to assess its adequacy and the achievement of *Quality* goals, analyzing any gap and providing suggestions on any necessary adjustment and/or improvement within its organisation.

Mendrisio, September 07th 2023