

QUALITY AND PRODUCT SAFETY POLICY

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QUALITY CULTURE

The Culture of Quality and product safety is the engine and driving force that powers the excellence of Moellhausen S.p.A and everyone who interacts with our company, which is supported by values like **commitment, innovation, creativity, communication** and **awareness**.

As a family business and embodiment of Made in Italy, Moellhausen is conscious of its role, and the fact that our business has an impact not only on the economy, but also on society and the environment.

At Moellhausen, we believe that the values of the Culture of Quality and product safety must be incorporated into everything we do. This ensures that our products and services always meet the relevant legal, regulatory and contractual requirements.

Our responsibility for product quality and safety is concrete and continuous. We are focused on building a relationship of trust with our employees, customers, suppliers and other stakeholders.

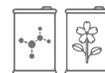
Our path towards continuous improvement and innovation is guided by the challenges of a complex market. Moellhausen undertakes regular and systematic reviews of its objectives and policies, making sure they are always updated and keeping the company on-track for excellence.



OUR REFERENCES

Commitment to delivery of products and services in full accordance with customer specifications and legal requirements;

Meeting: active listening is the key to getting to know the customer, their needs, requirements and demands.



Quality of products and services;

Basic raw materials, safe formulations and excellent quality: Moellhausen guarantees, through its own system of product quality and safety management, compliance with the regulatory framework, good hygiene practices (GHP), good manufacturing practices (GMP) and the implementation of protection and defence programmes for its products.



Regular, reliable delivery of products and services;

Attention to proper planning, control and compliance with programmes are the keys to a quality operation. Moellhausen's targeted investment policy ensures the regular technological upgrading of its sites, equipment and production facilities.



Creativity and flexibility tailored to the product concept and market trends;

Moellhausen transforms customer demand into solid products of excellent quality. By studying the market and its dynamics, we creatively interpret purchasing trends, and work proactively with customers to launch special products on new markets.



Communication and awareness on the part of staff;

People: Moellhausen is focused on skills development and clearly defining responsibilities, and expects its personnel to actively participate in maintaining and improving company quality systems and standards. Moellhausen promotes the growth of its people and aims for continuous development, by organising targeted training and communication campaigns.