FLEXLINK®
a coesia company

# Quality policy

# Purpose

We are committed to Quality in all aspects of our business.
Fulfilling or exceeding our customers' expectations is the foundation of our quality policy.

# Scope & Governance

All personnel that work for or on behalf of FlexLink have a responsibility to follow and support this policy to ensure our business strategy and objectives are met.

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| **CEO** | Provides policy, oversight and review of Quality management. |
| **Leadership Team** | Drives culture of Quality management and supports policy implementation and supporting framework. |
| **Managers** | Ensure staff comply with the Quality management policy and foster a culture where quality concerns can be identified and resolve |
| **Employees and Contractors** | Comply with Quality management policies and procedures and contribute to resolving issues. |

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# Content

We implement and maintain our policy based on:

- FlexLink and Coesia Values;
- Continual improvement practices;
- Risk based thinking;
- Our Operational Management System (OMS);
- Measurable key performance indicators [including audits performed, non-conformities, corrective action reviews, customer feedback, case handling];
- The measurement of natural resources [such as our water and energy consumption], our CO2 emissions, and the assessment of our impact on climate change and the wider environment.

# Goals & Objectives

We have a responsibility to our customers, our people, our suppliers, and our stakeholders. To respect that, we have established the following quality objectives:

- Deliver on-time & on-quality products, systems, and services [including after sales to extend the lifetime of products];
- Understand our customers' expectations, monitor their feedback, implement continual improvements to increase customer satisfaction and quickly resolve quality issues;
- Comply with all relevant standards, regulations, and industry codes of practice, by consistently providing products and services that meet customer and applicable statutory and regulatory requirements;
- Engage and develop our people to improve performance along the entire value chain from supplier to end user, adding value for our customers and to our business;
- Leverage the strengths of our product suppliers and logistic partners to innovate, be sustainable and continually improve our product design, quality, supply, and services;
- Continually improving the safety and environmental performance of our products, systems, operations, and services, focusing on more sustainable materials that have a lower carbon footprint or are renewable in nature;

- Regularly evaluate our Operational Management System and update this policy, when required, to enhance our quality performance;
- Regularly assess the vulnerability to natural disasters such as storms, floods, fires and droughts, which could disrupt our supply chain and distribution;
- Operate a zero-tolerance policy with regards to modern slavery, and act ethically and with integrity always.

# Targets

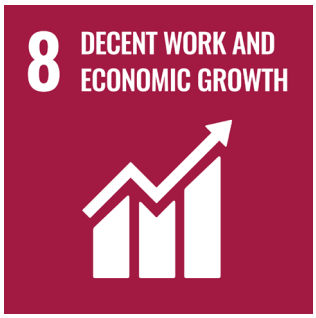
Our targets are:

- Company audit score (compliance with our Operational Management System) > 90%
- Overdue actions generated from non-conformities issued during Company audits < 10%

# Conclusions

The document is revised every 2 years, to keep it current. If operations change significantly, we may need to update the document outside this review.

We provide the leadership, processes, resources and training to ensure we comply with current policy.




*Sustainable Development Goals – SDG's*