

## \* QUALITY POLICY \*

### The Company and Quality Management System Certification

**BIOTTI CARD CLOTHING S.r.l.**, was founded in 1879 by Giovanni Biotti for the production of flexible card-clothing. In 1931 a new plant was built in Verbania Intra, which is still the site of the Company's headquarters and manufacturing operations. Over the years **BIOTTI CARD CLOTHING S.r.l.** has become the most up-to-date and efficient manufacturer of flexible card clothing in Italy and throughout the world.

The Company's success is due to the consistently high quality of its products, made possible by using the finest raw materials, combined with the efficiency and modernity of its production facilities and the professionalism of its employees, as well as the rigorous control of the finished product.

Once the Company was recognized as a leader in its field in Italy, at the beginning of the 1980s **BIOTTI CARD CLOTHING S.r.l.** decided to expand into foreign markets and today its products are sold in over 50 countries around the world. The Company has managed to ride out the current economic crisis, and the difficulties and slow-down of the domestic market, thanks to an increase in exports as well as in the marketing of accessories, complementary to its regular production.

The Company's goal is to continue growing on the international market while maintaining its position on the domestic scene. In support of this target, **BIOTTI CARD CLOTHING S.r.l.** obtained **UNI EN ISO 9002:1994** Certification for its Quality Management System in 1997; this was extended to **ISO 9001:2000** in January 2003 and upgraded to **UNI EN ISO 9001:2008** in December 2009.

In February 2018 the Quality Management System was upgraded to the new standard **UNI EN ISO 9001:2015**, a project with which **BIOTTI CARD CLOTHING S.r.l.** implemented a series of activities in compliance with the new requirements.

The continuous improvement of the effectiveness of the Quality Management System, along with adjusting to the evolution of the Company and standards of reference, constitute the fundamental base which allows the Company to successfully pursue its goals and objectives.

**BIOTTI CARD CLOTHING S.r.l.** is committed to :

- the complete satisfaction and fulfillment of the needs and requirements of all relevant Interested Parties (Clients, Owners/Management, Employees, Suppliers, and various outside players);
- Constant monitoring of the internal and external contexts in which the Company operates;
- Careful evaluation of the risks and opportunities of its processes;
- Disseminating Quality's goals and good practices at all levels;
- Promoting the development of the competencies of its pool of human resources;
- The development and diffusion of information both externally and within the Company;
- Ongoing attention to the areas of safety, work environment, and privacy with continual updating and revision in compliance with the regulations in force;
- Seeking the involvement of suppliers, their collaboration and their support.

### Indicators of Improvement

The Management of **BIOTTI CARD CLOTHING S.r.l.** is committed to the continuous improvement and perfection of the Company's manufacturing processes, its products and its organization, and therefore defines indicators to be used to concretely measure results achieved, in both quantitative and economic terms, for each Area or Process. Performance is monitored periodically to verify that the results obtained are in line with expectations and improvement targets. In every review report, Management summarizes results at the "macro" level and sets new objectives for the following period.

**BIOTTI CARD CLOTHING S.r.l.** undertakes to support the implementation of this Quality Policy and compliance with the principles contained therein. It will be checked and updated periodically in order to guarantee its validity and correspondence to business needs