

POLQ - QUALITY POLICY

Rev.	Date	Description	Prepared	Approved
0	15/01/2024	First issue	Gianluca Aimonino	Benedetta Balma Direttore Generale
1	12/01/2026	General revision	Gianluca Aimonino	Luca Motta Direttore Generale
2	16/07/2026	General revision to align with the guidelines of the group to which ALC belongs	Mauro Baldi (FNA)	Luca Motta Direttore Generale 

COMPANY MISSION

ALC is a leading company in the adhesives sector. Our objective is to design, manufacture and market adhesive solutions worldwide to meet the needs, whether stated or implied, of our Customers, continuously improving our products based on the concept of the best solution that satisfies the customer at the best price.

There are many factors relevant to the mission.

Internal factors: governance, organisation, roles and responsibilities. Policies, objectives and strategies. Resources, knowledge and skills. Introduction of new products and services. Relationships with suppliers, with the workforce and trade union representatives. Working hours and conditions.

External factors: cultural, social, legal, regulatory, financial, technological, economic, market and environmental factors. Influence of new competitors and every type of supplier. New technologies, laws and new knowledge about products and processes and their effect on occupational health and safety and on the environment. Relevant factors and trends relating to our sector. Relationships with interested parties and their perceptions. Influence of climate change on products and processes.

VALUES

For the company's success we consider the following values to be fundamental:

People

People are the source of our strength: they constitute the intelligence of our company and determine our good reputation and vitality. Participation and teamwork are of fundamental importance. The company supports the growth of people, both individually and in teams, also through the concept of company/family.

Competence and experience

The training and competence of people determine the success of the company's projects and its well-being.

Passion and commitment

Passion and commitment have been and remain the keys that enable us to strengthen relationships with our Customers, both internal and external.

PRINCIPLES

For the company's success we consider the following principles to be fundamental:

Customers are the focus of everything we do

When we work we must always keep our Customers in mind, in order to provide products and services that are better than the competition and at the highest level of available technology.

Products and services

Our products are the result of our efforts and must fully meet the needs of our Customers throughout the world. We are judged on the basis of our products and our services.

Products that are safe for the user

The designers' attention must also be focused on the safety aspects of our product. We must always be aligned with national and international directives and/or laws and with those specific to the countries to which we export the product.

Technology

The use of new technologies and the integration of processes, including at IT level, produces competitive advantages and helps to achieve the best results in ever shorter times.

Profits

Profits are the ultimate indicator of the efficiency of our business, and are necessary in order to continue investing in people, technology and services.

STRATEGIC TOOLS

In order to achieve our mission, taking as a reference the fundamental values and principles set out above, we also consider strategic the definition, implementation and maintenance of a Quality Management System structured in accordance with the ISO 9000 series of standards.

The market in which we operate continually poses new challenges to us: a positive outcome in this confrontation with the market comes through the understanding and application of the following strategic tools:

Customer focus

Those who buy our products must become the point of reference for everyone. Attention must be directed not only at meeting their immediate and explicit needs, but also at identifying the aspects and features that can make our product even more appreciated. All company functions are involved. Everyone can play a part in achieving “customer satisfaction”.

Formalisation of knowledge

The formalisation of company knowledge is the foundation for making relationships more transparent and responsibilities more clearly defined. It makes it possible to transfer the knowledge of a few to all those who need it for their work, and to create solid foundations for future growth. All company knowledge must be available independently of individuals.

Active participation

We believe that the active participation of everyone is decisive for improving the company system and for bringing about organisational and behavioural evolution. Active participation leads to overcoming moments of opposition between the parties, whether individuals or departments, whatever their hierarchical relationship. Information, from the top down and from the bottom up, is an indispensable condition for fostering participation.

Professional growth

Professional growth must be understood in the broadest sense. Every job, however simple and repetitive it may be, requires knowledge in order to be carried out correctly. Knowledge of one's own work and of the meaning of individual tasks within the workings of the entire company therefore takes on extremely significant importance.

Collaboration with suppliers

Suppliers are a partner with whom to establish ever closer collaborative relationships. The supplier is one of the links in the chain that lead to satisfying the Customer's needs. Their technical and organisational growth is a decisive factor for us.

Quality objectives

To establish and communicate, each year, objectives for the company processes that are consistent with the quality policy, and to monitor/verify their achievement in order to demonstrate the effectiveness/efficiency of company activities.

Continuous improvement

To maintain leadership in our sector we need to focus on the concept of continuous improvement; we must not regard an achieved objective as a finishing point but rather as a new status from which to set out in order to reach an even higher level.

To anticipate situations rather than encounter them once they are already showing negative effects; this mindset must permeate every activity.

Quality system certification

We must also demonstrate our capabilities through the certification, issued by accredited bodies, of our quality management system structured in accordance with the UNI EN ISO 9001 standard. Any nonconformities must be eliminated immediately, including by informing the bodies responsible for surveillance.

Product conformity

The products released must comply with all directives, laws and regulations applicable in the relevant sales markets (Machinery Directive, applicable laws and regulations, etc.) and, where possible, with the specific technical product standards.

Sales of products that do not comply with all applicable requirements are not permitted.

INTERESTED PARTIES

Ownership: wishes to maximize the business with a view to sustainable development and continuous improvement, in order to achieve the performance defined in the budgets and in the short-, medium- and long-term objectives.

Public Administration (Municipality/Local Health Authority/Local authorities/Customs/INAIL/ARPA/Fire Brigade, etc.): they expect the standards, regulations and directives in force to be met and complied with, in legal, fiscal, environmental, occupational safety and prevention terms.

Employees: employees wish to work in a company within which they can be proud of their contribution, can grow professionally and work in a planned manner. They wish to spend their working hours in a healthy, safe, sustainable and environmentally respectful environment, and to work in synergy with their colleagues, establishing personal relationships based on respect, transparency and trust, achieving the objectives shared with the company.

Workers' representatives, trade unions and employers: must be kept informed by the company so that they can verify and make workers aware of the company's prospects.

Customers: they want a competitive market price for the products, together with quality products with an extremely low defect rate, delivery of the manufactured products within the agreed times, and sustainable products that comply with safety standards and have a low environmental impact, based on the best available technologies.

Suppliers/partners: they want adequate remuneration for the product/service supplied, to be paid by the due dates, and to be able to make their product/service in a planned manner with a delivery time appropriate to the complexity required and with a precise and clear definition of the agreed requirements and specifications. All this with a view to partnership, growth and mutual business development.

Notified bodies and control bodies: we must also consider notified bodies, certification bodies and inspection and control bodies as interested parties whose objective is compliance with the Customers' requirements and with mandatory requirements.

SCOPE OF APPLICATION

The scope of application of the quality policy is as indicated in the certificate of conformity to the ISO 9001 standard "DESIGN, MANUFACTURE AND MARKETING OF ADHESIVES AND OF MACHINERY FOR THEIR APPLICATION".