

Company **New Farms S.r.l.** carrying out its activities related to:

→ Design and manufacturing of cow mattresses.

will always meet, besides the business aims, the needs of its customers and comply with applicable regulatory requirements.

A way to fulfill this commitment is the application of a Quality Management System (QMS) complying with the requirements of ISO 9001:2015.

Top Management therefore ensures that:

- requirements demanded by customer are properly determined, understood and met together with other compulsory requirements applicable to the product / service offered.
- its Quality Management System is continuously improved by:
  - a periodic analysis of any registered non-compliance and planning of corrective actions aimed at reducing them
  - a periodic re-evaluation of the risks and opportunities that may affect the conformity of products and services (and therefore the ability to increase customer satisfaction) and planning of mitigation and / or maximizing actions of the identified risks or opportunities
- a focus is kept on improving customer satisfaction

Top Management:

- assumes the responsibilities of the effectiveness of the QMS.
- guarantees that quality objectives for each business process relevant to this Policy and in accordance with the context and the company's strategic direction are defined and achieved. It also guarantees their periodic review (and possible updates) in order to improve customer satisfaction
- promotes the process approach and activity planning based on risk management
- ensures the availability of adequate resources for the implementation of the QMS, including training and assistance to company staff
- involves and directs corporate staff by providing the necessary support at all levels as that each person:
  - perceives the achievement of the final quality of the product / service offered to the customer as own goal and contributes, as far as it is concerned and within its competence, the effectiveness of the QMS
  - is aligned with the rules of the QMS
  - feels both responsible and properly fulfills the duties of the role it is entrusted
- establishes partnerships with suppliers and other parties to provide a better service.

This Policy, is available in two languages (Italian / English) on the company web site for all stakeholders, and will also be communicated to all employees and organizations working on behalf of **New Farms S.r.l.** Employees and other organizations are required to cooperate and contribute to the realization of this policy, while ensuring that their work, to a reasonably possible extent, is carried out without risk to themselves, others, or the environment.

This policy will be reviewed annually by Top Management and will be modified if necessary. In case of change it will be republished / redistributed. Previous versions of this policy are on file.

  
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Company Top Management