

Quality policy

The policies of Guala Closures Group are all characterised by a common, relentless commitment to sustainable development, which enables us to strengthen our market leadership in the production of closures for alcoholic beverages, wine and soft drinks, oil and vinegar, pharmaceutical products and PET products, in full respect of ethical – social concerns, product safety and workplace safety, while safeguarding the environment.

The **quality policy** of Guala Closures Group is based on three pillars:

➤ Our customers

Customer satisfaction is one of our priorities.

This means:

- surpassing the expectations of our customers;
- establishing improvement objectives and KPIs to objectively measure performance;
- proactively supporting the needs of our customers;
- sharing technological knowhow to ensure and improve the efficient use of products by our customers.

➤ Our people

We want our employees to be our added value.

This means:

- organising training, communication and education in a proactive way;
- promoting professional growth;
- developing specific expertise;
- promoting a Group identity, making our employees proud to be part of Guala Closures;
- objectively acknowledging the results and the objectives achieved.

➤ Our products and our processes

Investing in research, making the most of our capabilities and innovating are the driving forces that enable us to surpass the expectations of our customers; furthermore, one of our priorities is to set in place reliable, effective and standardised processes, to fully meet the expectations of all stakeholders.

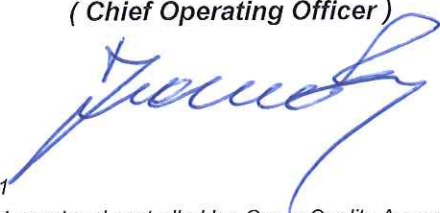
This means:

- continuously checking and updating products, processes and production systems;
- forging privileged relations with key suppliers;
- respecting and meeting all applicable requirements;
- applying the concept of continuous improvement to all activities.

This policy is common to all Group production plants and has been signed by the General Management of Guala Closures Group.

Each local General Manager or Plant Manager must be committed to this policy, understanding it, communicating it and applying it to their organisation, combined with preparing, implementing and verifying adequate measurable objectives in accordance with the Group sustainability programme.

F. Bove
(Chief Operating Officer)



M. Giovannini
(Chairman)

