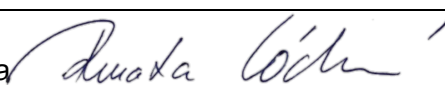


Operative Procedure

Procedura Operativa



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Quality Policy	OP 1653	7.0	1 / 1
Issued by	Department		
Loredana Lamonica	Quality Adriatic		
Approved by	Date		
Renata Vachova 	08/07/2025		

Company Quality Policy describes the actions of Management to ensure proper management of the Quality system and ensures that the objectives and commitments expressed in policy are understood and implemented.

When defining the Company Strategy, the management evaluates the relevance and adequacy of the policy and if necessary, revises it by putting in place all the necessary activities through the continuous improvement projects such as prime performance.

The Quality policy of Alfa Laval is applicable to sites of Monza, Genova and Athens. The Management through this policy wants to ensure continuous improvement of the systems to better achieve the goals and commitments set out in the policy.

Management is aware that the prerequisite for success is the affinity with and satisfaction of internal and external customers. The primary objective for the achievement of this success is the continuous improvement of production processes, sales processes, products, services and resources. This requires the involvement of all the company's resources through systematic and planned activities for Quality.

MAIN TARGETS

The Quality that the customer perceives is the set of characteristics of the product and the service provided.

For this reason, it is necessary to ensure:

- the reliability of the product, seen as safety for the user and service continuity.
- suitability for use and compliance with product specifications.
- professionalism and growth of all personnel involved in the activities of customer service, pre-sales and assistance.
- conformity to Corporate Governance policies and to local legal requirements.

GUIDELINES

The guidelines for achieving the above objectives are:

Customer: Nurture a Customer-Centric Culture in everything we do to develop Customer loyalty and long-term partnership that deliver mutual value & benefit

People: Create an attractive working environment to prepare and nurture our People to face future challenges

Service: Our Service perceived a differentiation factor by our customers, is the reason why they will buy from us again and again

Sustainability: Drive the company positioning as transition leader by engaging with stakeholders, influencing industry standards, and promoting our sustainable solution

Digitalization & Processes are the enabler that will be involved in all the drivers.

Marketing processes & Data Insights are the other key factors of the strategy.

For this reason:

- **Management** will ensure that this policy is effectively implemented throughout the company; will support the managers in each sector by making them aware of their specific responsibilities.
- **Managers** will ensure that what is defined and planned for the quality is consistently implemented. They would ensure that the behavior of all the people in their area of expertise is in accordance with principles established by this Policy.