

## QUALITY POLICY

At KONG SpA, our Quality policy has the following main objectives:

- To always keep a high level of satisfaction among the involved parties.
  - To pay special attention to the client's needs, attempting to develop and improve the various products thanks to the constant activity of research and development in the technical office.
- To favour a team spirit among all collaborators to involve the entire company in the search for and satisfaction of the client's needs, in addition to satisfying the requisites in terms of quality and optimising products and processes. In this sense, Kong is increasingly aware of coordination between agents and distributors, which are managed through system documentation and periodical meetings.
- To carefully choose suppliers, seeing them as partners and seeking buying conditions that are aimed at the needs of the market, and that allow the organisation to offer products with the best "quality-price" ratio.
- To ensure to the client the safety of our products, which is not only the result of compliance with compulsory requirements, but also as a result of design, checks and inspections carried out by our staff, and by sector specialists.
- To offer a wide range of products renewed in terms of both the most traditional sectors and specialised or new sectors.
- To provide prompt and qualified assistance to help the client in choosing products and in training them for correct use.
- To complete the service provided by offering training for correct use of our products concerning work at height, according to specific legal requirements.
- To reinforce the ability to service some of our products, thus guaranteeing greater effectiveness and efficiency.
- To offer high quality training courses, by internationally recognised authorities (e.g. IRATA).
- To offer possibility for young and motivated people to grow.

Certification in compliance with standard ISO 9001:2015 forms a strategic factor in terms of competitiveness and qualification on the market, as well as evidence of the Management's efforts to achieve ongoing satisfaction of all parties involved: clients and suppliers, employers, employees, and collaborators.

In carrying out its activities, Kong SpA has the purpose of guaranteeing:

- A company organisation model capable of always ensuring high and adequate skills, structured according to what is required by Legislative Decree 231/01.
- Interactions with clients and partners with the intention of creating value, identifying at the same time present and future needs for the company's success.
- A high level of precision in the modus operandi and professional roles involved, by providing training and research initiatives.
- Complete independence and impartiality in assessments, in order to guarantee the utmost objectiveness in evaluation and transparency.

The Quality Management System at Kong SpA is directed towards a risk-based thinking approach, which allows the organisation to establish the factors that may generate deviations from the processes compared to Standard ISO 9001:2015, and to activate preventive inspections to minimise negative effects and better seize opportunities offered by the market, anticipating trends.

The President and Organization Manager are committed to ensuring that this Policy is understood, shared, implemented and actuated by all their employees and collaborators, and at the same time they agree to share it with all parties involved.

Each department manager operates under a unity of intentions and shared objectives, committed to creating the conditions required for everyone - employees and collaborators - to be in the best conditions to reach the objectives established by the Quality Management System. All this makes it possible to align strategies, processes and resources to reach the objectives established by the company.

This document has been shared at all levels of the organisation through meetings and positioning on company noticeboards, as well as on the intranet site, in order to ensure understanding among all employed personnel, collaborators, and third parties involved.

Based on the general principles indicated below, measurable objectives are defined, which are monitored during the Management Review, in order to achieve ongoing improvement of the effectiveness of the Quality Management System.

### GENERAL PRINCIPLES

- To pay the utmost attention to identifying and satisfying the needs of our people, in particular of clients, employees, and collaborators.
- To work with respect for the context.
- To continuously improve the quality of products and services offered, in order to obtain positive results in terms of both economics and of excellence and reputation towards the outside, with complete satisfaction among clients and suppliers.
- To guarantee availability of professional skills that are always adequate for the requirements of the parties involved, and anyway for the reference market.
- To guarantee constant actions to appreciate, motivate and stimulate professional growth in our people.
- To comply with the requisites of the Quality Management System and to see to its continuous and effective application.
- To continuously revise the Quality Policy in order to guarantee that our people, in particular employees and collaborators, fully understand its contents, committing themselves to actuate them, and the involved parties are always aware of the evolution of the company's reference context.

Monte Marenzo, 04 October 2017

KONG S.p.A.  
The President  
Dr Marco Bonaiti