
POLICY QUALITY

Reason for issuance:
Issuance of a new Policy

Drafting:
AQ

Approval:
DIR

QUALITY POLICY

NEWFLOOR, with the aim of meeting customer requirements and responding to the needs of an ever-evolving market, pursues continuous improvement and alignment with the expectations of interested parties. Its strategy is based on principles such as customer focus, innovation, quality, safety, and sustainability. The company invests in personnel training, operational efficiency, and collaboration with suppliers, striving to optimize processes and continuously improve the products and services offered.

To this end, the Company's strategy is based on the following fundamental principles:

1	To consolidate long-term and profitable collaborative relationships with all customers , in order to provide products and services that comply with applicable regulations and standards, meet customer expectations, ensure competitive costs, and guarantee continuous improvement in terms of functionality, efficiency, and aesthetics.
2	To achieve and maintain high quality of products and services , through the planned and efficient use of all company resources—both human and technological—ensuring high performance and lasting customer satisfaction.
3	To represent the excellence of Made in Italy raised flooring worldwide , presenting itself to the market with passion, expertise, and innovation, offering cutting-edge solutions capable of meeting the most sophisticated customer needs.
4	To manufacture products using, where possible, an eco-friendly approach , adopting careful management of the entire product life cycle with the aim of protecting and respecting the environment. In this context, the company has obtained 8 International EPD certifications for calcium sulfate products, demonstrating its commitment to sustainability.
5	To continuously monitor the performance of processes and the management system , assessing their effectiveness and efficiency, and ensuring a state-of-the-art production structure capable of responding to market developments and customer requirements.
6	To maintain constant control over the company management system , with the objective of reducing and eliminating costs arising from non-conformities, ensuring efficiency and continuous improvement.
7	To involve, raise awareness, train, and educate all personnel , enabling each individual to fully express their skills, achieve the highest level of professionalism, and understand and effectively implement the Quality Policy.
8	To periodically prepare and publish a Sustainability Report , highlighting the company's commitment to environmental, social, and economic responsibility. The report provides a transparent overview of actions taken to reduce environmental impact, improve employee well-being, and create value for the community. It also aims to clearly and measurably communicate objectives and results achieved, strengthening trust with customers, partners, and stakeholders, and promoting sustainable and responsible business growth.
9	To hold suppliers accountable for ensuring high standards of product quality and safety, while also guaranteeing compliance with agreed delivery times.
10	To maintain a Quality Management System compliant with UNI EN ISO 9001:2015 , which is a strategic priority to ensure high standards at every stage of the production and management process. This system ensures that requirements agreed with customers are consistently met and promotes continuous improvement in company performance.
11	To adopt a Code of Ethics , a set of principles and values guiding the behavior of all collaborators, suppliers, and partners. This document defines standards of integrity, transparency, and responsibility governing company activities, promotes an ethical and sustainable working environment, ensures compliance with regulations, strengthens trust with customers and stakeholders, and prevents improper conduct or practices inconsistent with company values.

To effectively assess both internal improvement and the level of satisfaction of customers and interested parties, specific quality indicators have been introduced and are periodically reviewed during Management Review meetings. These indicators form the basis for defining measurable objectives, which are regularly monitored and verified. Management formally commits to ensuring that the Quality Policy is understood, implemented, and supported by all collaborators. To this end, training sessions are organized, and the document is distributed both internally and externally within the organization.