



## POLICY FOR QUALITY AND SOCIAL ACCOUNTABILITY

Alcantara SpA has chosen to set up its competitive strategy in key quality and considers the culture of quality integral and essential element of company assets.

This policy is coherent with company strategies and considers as the main references mandatory requirements, needs and expectations of customers and stakeholders of Alcantara SpA

Top management has defined in this company's Policy commitment to comply requirements of SA8000 standard and to all other requirements to which the company subscribes for social accountability, ensuring commitment to conform with national and other applicable law, and to respect the international instruments and their interpretation (as listed below):

- ILO Conventions 29 and 105 (Forced & Bonded Labour)
- ILO Convention 87 (Freedom of Association)
- ILO Convention 98 (Right to Collective Bargaining)
- ILO Conventions 100 and 111 (Equal remuneration for male and female workers for work of equal value; Discrimination)
- ILO Convention 135 (Workers' Representatives Convention)
- ILO Convention 138 & Recommendation 146 (Minimum Age and Recommendation)
- ILO Convention 155 & Recommendation 164 (Occupational Safety & Health)
- ILO Convention 159 (Vocational Rehabilitation & Employment/Disabled Persons)
- ILO Convention 177 (Home Work)
- ILO Convention 182 (Worst Forms of Child Labour)
- Universal Declaration of Human Rights
- The United Nations Convention on the Rights of the Child
- The United Nations Convention to Eliminate All Forms of Discrimination Against Women

- **PRINCIPLES**

- The company policy highlights the necessity of identifying aims and approaches that:
  - guarantee the security and quality of products placed on the market, going beyond the needs of the customer to obtain his loyalty thanks to his growing satisfaction;
  - develop diversification processes with new businesses and products;
  - increase the level of control over management processes;
  - continually improve management systems.

On this basis Alcantara S.p.A. sets itself the following general quality objectives:

- identify the needs of the customer, ensuring his/her increasing satisfaction;
- define and respect product, process and service specifications;
- constant monitoring of compliance with legal and other applicable regulations;
- extremely high service levels;
- operational efficiency of processes;
- continual improvement of processes and products;
- meet established objectives and goals;
- respect for general principles of the TORAY Group philosophy, of which Alcantara S.p.A. forms part

For all of the above the management is committed to playing an active role in promoting and guiding all activities that can influence the continuing improvement of the company.

The guidelines for meeting the above objectives are:

- develop, implement and continuously update the system of processes necessary for the management of quality, security and the environment, adopted by Alcantara S.p.A., and ensure that it complies with all applicable regulations and norms;
- circulate, as widely as possible, the policies for quality, security, the environment and corporate social responsibility, and work to ensure that related objectives and goals are pursued by all company personnel;
- oversee the continual improvement of processes/products, employing suitable tools with involvement of all personnel;
- continually monitor the system's level of compliance with regulations, applicable laws and other requisites subscribed to by Alcantara S.p.A., managing any deviations with suitable corrective actions;
- the carrying out, by the management, of a periodical review of the status and performance of management systems for quality, security, the environment and corporate social responsibility, and all requisites for general improvement also through specific meetings with top management;
- ensure that the requisites of the interested parties in each system are widely known and understood within the company;
- maintain contact with interested external parties as regards issues that are relevant to the individual systems;
- promote and implement staff training programmes at all levels of the company in order to develop acquaintance with quality, security, environment and corporate social responsibility policies, and provide the necessary competences to guarantee the satisfaction of the customer and interested parties, and for the overall improvement of the management systems;
- introduce necessary preventative actions to anticipate any deviations from product, process and system standards;
- involve suppliers, introducing and implementing processes and procedures for continued performance improvement;
- maintain adequate levels of communication, internally and externally, also through official notices and the drawing up of specific reports.

- **AIMS AND OBJECTIVES**

The management defines the quality objectives and aims in the operational plans. The heads of departments at **Alcantara S.p.A.** will draw up the operational plans and guarantee their development for the attainment of established aims and objectives.

Management systems and, in particular, the current policy and operational plans are periodically reviewed to ensure their adequacy and efficacy.

- **ALL PERSONNEL**

Management and all personnel are responsible for implementing the management systems for quality, security, the environment and corporate social responsibility, in order to meet customer satisfaction, for a development compatible with the requirements of the interested parties, and to fulfil the objectives and goals of their own specific areas of interest.

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**Chairman and CEO**

*Andrea Boragno*