

ALCANTARA

POLICY FOR QUALITY AND SOCIAL ACCOUNTABILITY

Alcantara S.p.A. has chosen to set up its competitive strategy around quality and considers the culture of quality as fundamental asset of the company's heritage. This Policy is consistent with company strategies and considers as the main references mandatory requirements, needs and expectations of customers and stakeholders of Alcantara S.p.A.

In the present Policy the Top Management has also defined the commitment to comply with the requirements of SA8000 standard and any other requirements to which the company subscribes for Social Accountability, ensuring commitment to comply with national and other applicable laws, and to respect the international instruments and their interpretation:

- 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 (Homework)
- 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 need of identifying objectives and approaches aiming to:

- guarantee the Safety and Quality of products introduced in the market, going beyond the customer's needs to get his loyalty through his growing satisfaction.
- develop diversification processes with new businesses and products.
- increase control over management processes.
- continually improve management systems.

GENERAL OBJECTIVES

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

- identify the customer's needs, ensuring his/her increasing satisfaction.
- define and respect of 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 Toray Group's philosophy, which Alcantara S.p.A. is part of.

GUIDELINES

For all the above the Top Management is committed to play an active role in promoting and guiding all the activities that can lead to an improvement. The guidelines for meeting the above objectives are:

- develop, implement and continuously update the System of processes related to the Management of Quality, Safety and Environment adopted by Alcantara S.p.A., and ensure that it complies with all applicable regulations and laws.
- spread, as widely as possible, the Policies for Quality, Safety, Environment and Corporate Social Responsibility, and work to ensure that related objectives and goals are pursued by all company personnel.
- oversee ongoing improvement of processes/products, relying on proper tools and with involvement of all personnel.
- continually monitor the system's level of compliance with regulations, applicable laws and other requisites subscribed by Alcantara S.p.A., managing any deviations with appropriate corrective actions.
- carry out periodical reviews of the status and performances of Management Systems for Quality, Safety, Environment and Corporate Social Responsibility, and all requisites for general improvement also through specific meetings with the Top Management.
- make sure that the requisites of the interested parties in each system are widely known and understood within the company.
- keep an active contact with interested external parties regarding issues that are relevant to each system.
- promote and execute staff training programs at all employment levels to develop acquaintance with Quality, Safety, Environment and Corporate Social Responsibility Policies, provide the competences necessary to guarantee the satisfaction of the customer and interested parties, and facilitate the overall improvement of the Management Systems;
- introduce preventative actions useful to prevent any deviations from product, process and system standards.
- involve suppliers, by introducing and implementing processes and procedures aiming at continuous performance improvement.
- maintain adequate levels of communication, internally and externally, also through official notices and the drawing up of specific reports.

RESPONSIBILITY AND EXECUTION

Top management defines objectives and targets through the Plans derived from the overall Industrial Plan. Alcantara Spa's department heads participate in defining the plans and ensure their implementation to achieve the defined objectives and targets.

Management Systems and the present Policy are periodically reviewed to ensure their adequacy and efficacy.

Top Management and all personnel are responsible for implementing the Management Systems for Quality, Safety, Environment and Corporate Social Responsibility, to meeting customers' satisfaction, to ensure a development compatible with the requirements of the interested parties and to achieve the objectives and goals of their own specific areas of interest.

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Chairman and CEO


Eugenio Lolli