

## QUALITY POLICY

Quality Culture is the driving force behind Moellhausen's excellence and the excellence of all of our partners, fueled by corporate value of **commitment, innovation, creativity, communication** and **awareness**.

Moellhausen's activity operates with a broad sense of responsibility towards our customers, the people and the environment, and applies in the commercial exchanges fair rules in compliance with the requirements established in the United Nations Convention on Contracts for the International Sale of Goods (Vienna 1980).

Our commitment to quality is concrete, continuous and aimed at the satisfaction of customers and all interested parties through the following references:

a. *Commitment to supplying products and services in full compliance with all customer and regulatory requirements;*

Meeting and active listening are considered key moments of deep understanding of Customer, of his requests, requirements and needs. A strong and specialized presence on international region allows to plan, with Customers, solutions and products of excellent quality that meet the new market requirements, safe and in full compliance with the applicable legal requirements

b. *Quality products and services;*

Moellhausen guarantees, through its management system, raw materials and formulations of excellent quality: from raw materials and suppliers selection to compliance with good hygiene practices (GHP), good manufacturing practices (GMP) in the manufacturing process and in accordance to applicable laws and regulations.

c. *Accuracy and respect of deliveries*

A modern and efficient method of production and supply project -development, in collaboration with an integrated system of logistics warehouses and a large network of providers of external resources, both productive and non-productive, allows to maintain an efficient and constant supply of products and services.

d. *Creativity and flexibility consistent with the idea of product defined and needs of the market*

Moellhausen converts requests into concrete products of excellent quality. Through analysis of the market and its dynamics, we interpret consumer trends with creativity and introduce - proactively with customers - special products in new markets.

e. *Communication and awareness of the employees;*

Moellhausen aims at the development of skills, the definition of responsibilities, an effective communication and collaboration of personnel, as well as the continuous growth of human resources through the disclosure of communications and targeted training activities.

Moellhausen is reviewing systematically Objectives and Policy to maintain them updated and to guide the Company towards excellence through a process of Continuous Improvement.

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President & C.E.O  
Anthony Charles Moellhausen

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