



Quality Policy

ALUMETAL GROUP

Balerna, Switzerland - CH

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ALUMETAL GROUP operates in the distribution and procurement of turbochargers and spare parts for vehicles, original industrial spare parts and construction materials, within an international business environment, with ongoing relationships with suppliers and customers in Europe, the United States, the Middle East and Africa. The Group consists of three companies:

Alumetal Turbochargers SA

The company sells, mainly in Switzerland, turbochargers, turbocharger spare parts, complete and semi-complete combustion engines, manual gearboxes and plastic products for the interior and exterior protection of cars.

Alumetal AG

The company, organised into two divisions (Contract and Oil & Energy), is active in the design, distribution and procurement of construction materials and original spare parts for petrochemical companies.

Alumetal International SA

The company operates in the commercial field and serves a limited number of customers, the most important of which operate in Nigeria.

The MISSION of **ALUMETAL GROUP** in the market, in addition to offering a well-proven and competitive quality product, is to guarantee a complete service, from application design support in the pre-sales phase to technical assistance during execution and after sales.

ALUMETAL GROUP has voluntarily promoted the “quality project” in order to obtain and maintain over time certification in accordance with UNI EN ISO 9001, so as to ensure and increase the satisfaction of its customers and the esteem the Group already enjoys in the markets of its various sectors, both for its products/services and for the professionalism of its staff.

The satisfaction of our customers and attention to all other interested parties (stakeholders) are considered essential by the Management of **ALUMETAL GROUP**, for the good performance and sustainability of the Organisation.

The policy guidelines towards the interested parties are therefore set out below.

The customer

The fundamental objective of achieving customer satisfaction is pursued through the following lines of action:

- effective management of a Quality System designed to ensure the continual improvement of company performance;
- the commitment to supply products that comply with all agreed, implied and statutory requirements, and with the standards and laws in force;
- compliance with agreed delivery times, also through the continuous innovation of company processes and the strategic support of qualified suppliers;
- the prevention of Nonconformities and the analysis of any Nonconformities detected;
- prompt and effective handling of any complaints;
- effective and continuous communication with customers, aimed at verifying their satisfaction and clearly identifying any weaknesses;
- adequate and efficient technical assistance during purchasing, design and after sales.

Personnel

Management is aware of the importance of constantly ensuring adequate involvement of the skills of personnel at all levels. It therefore promotes:

- a company climate that encourages the commitment of every employee, at all levels, to pursuing quality in their work;
- attention to professional growth through effective education and training activities;
- monitoring of personnel satisfaction with their working conditions and roles
- adequate transparency and communication of company policies, with the opportunity for direct communication with Management;
- support for other relevant management roles, so that they demonstrate leadership within their respective areas of responsibility;
- greater awareness among persons working under the organization's control, so that each contributes responsibly to achieving stakeholder satisfaction objectives, beginning with the example set by their Managers

Suppliers and subcontractors

Management recognises the importance of using reliable and qualified suppliers and subcontractors. It therefore promotes:

- careful initial selection of suppliers of products and services;
- a high level of cooperation with suppliers and subcontractors, as a means of ensuring consistent quality regardless of the type of product or service ordered;
- meetings, visits to suppliers and subcontractors and other monitoring activities;
- careful periodic evaluation of suppliers in order to monitor over time their ability to consistently meet company needs.

Management is consequently committed to:

- defining, ensuring and, where possible, increasing the resources needed to guarantee the sustainability and development of the Organisation, maintaining company know-how at a level of excellence;
- continually improving the effectiveness of the quality management system, reviewing it at least once a year and carrying out planned internal audits to highlight areas for possible improvement;

- effectively managing any corrective actions arising from Audits, internal Nonconformities or complaints;
- promoting the use of the process approach and Risk-Based Thinking;
- drawing up, as part of the review and with the contribution of employees, an annual improvement plan with explicit and measurable objectives and targets, defined during the Management Review, consistent with the general objectives set out above;
- verifying the implementation of the above improvement plan and the effectiveness of the corrective actions taken, through the periodic assessment of the identified process performance indicators;
- ensuring that improvement processes result from the widest possible involvement of internal and external resources.

Balerna – Switzerland (CH), OCTOBER 2026

ALUMETAL GROUP

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