

PENTACHEM SRL			
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Pentachem srl places as its priority objective that of maintaining and consolidating its position as a leader as a producer of chemical additives for the construction industry, for mixtures based on cement and based on gypsum, for plaster and for all types of mortars for renovation, repair and restoration through an expansive strategy in the target markets and a company characterization centered on the values of flexibility, reliability and quality of its products.

In addition to this, Pentachem srl considers the protection of the environment an ethical and legislative duty as well as an objective of primary importance which must be pursued through the commitment towards the continuous improvement of its environmental performance and compliance with current legal regulations and the more stringent requirements that the organization subscribes to.

The achievement of the aforementioned objectives is pursued by Pentachem srl through:

- **Product excellence:** The maintenance of high standards of quality and reliability of its products is guaranteed through the identification, implementation and optimization of corporate processes, persevering in their continuous improvement.
- **Customer satisfaction:** The identification and satisfaction of requests coming from customers and interested parties through a relationship based on maximum transparency and collaboration. The customer is guaranteed a quality, reliable, safe, timely and flexible service thanks to the ability to respond to and, if possible, anticipate the customer's needs and expectations.
- **Careful selection of suppliers:** Privileging and involving suppliers who act with a view to continuous improvement of quality and respect for environmental protection.
- **Continuous Improvement:** The systematic commitment of the Management and the entire organization to guarantee the process of continuous improvement through the control and optimization of corporate processes.
- **Management of Non-Conformities:** The correction of Non-Conformities causing waste and the reduction of inefficiencies and costs due to non-quality. The approach is to prevent and correct possible problems and/or non-conforming situations, through the analysis and reduction of the causes that determined deviations between the pre-established results and those obtained.
- **Staff development:** The maintenance of adequate resources for the structure and investment in the skills, involvement and participation of personnel at all levels for the achievement of corporate objectives;
- **Regulatory compliance:** Punctual compliance with applicable legislative requirements, guaranteeing legal compliance and the safety of products placed on the market;
- **Respect for the Environment:** The management of every activity, process and plant in compliance with the internal and external environment of the company and with a view to preventing potential impacts that could be generated on them; the research and identification of environmental aspects and analysis of risks related to the activities carried out or newly introduced and implementation of prevention and management measures for the same through

sustainable practices and the adoption where possible of eco-friendly technologies; the the planning, in addition to the introduction of precautionary measures, of emergency interventions to limit and control the consequences of any environmental accidents;

- **Social Responsibility:** Operating in an ethical and responsible manner, respecting human rights, promoting diversity and contributing to the well-being of the communities in which we operate.

For the achievement of these general objectives, specific detailed targets are formulated for each process and significant level of the Organization, supported where possible also by numerical parameters, which are defined, controlled and systematically updated during the Reviews of the Environmental Management System by the Management. In order to ensure that the Environmental Policy is understood, implemented and sustained at all evels of the company, the Management orders that it be posted in the company workplaces and illustrated to all company personnel during a specific meeting.

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