

QUALITY POLICY

Refrind was founded in 1989, but its technical and professional expertise has roots in over 70 years of family history.

Three generations have dedicated themselves to enhancing the potential of refrigeration, starting with the production of vending machines and refrigerated counters equipped with cutting-edge technology for the time. Today, the company focuses on high-tech applications, such as fluid coolers and industrial air conditioners, designed for crane cabins and specific functional needs, such as laboratories and special plants.

Thanks to a combination of craftsmanship, experience, and innovation, Refrind positions itself as the ideal partner to offer the best solutions in refrigeration management. Today, the company has a team of more than 40 people working in an industrial complex of about 3,000 m², equipped with production and control systems that meet the quality standards required by the market.

From this derives the values and objectives that drive the choices and actions of Refrind Management shared by all levels of the company.

- **RELATIONSHIP.** Refrind in an ecosystem made of people, history, supply chains, customers. Ensuring cooperation and collaboration is the first step to pursue an open and constructive dialogue.
- **INNOVATION.** Refrind relentlessly pursues the mission of providing customers with advanced solutions that not only meet but anticipate market needs.
- **FLEXIBILITY.** Understood as the ability to achieve customer satisfaction by providing products that conform to the required and mandatory characteristics (on quality) within the expected timeframe (on time).
- **SAFETY and ETHICS.** We believe that providing our employees with a safe working environment, where equal opportunities are guaranteed, is not only our duty but a moral imperative.
- **CONTINUITY and EFFECTIVENESS.** Understood as the ability to pursue continuous improvement of applied management systems through the consolidation of leadership, involving, motivating, and training human resources to achieve shared objectives and the ongoing progress of both internal and external processes, in synergy with customers, suppliers, and stakeholders.
- **SUSTAINABILITY.** Since 2010, Refrind has been strongly committed to environmental sustainability, demonstrating a proactive approach through the installation of a photovoltaic system on the roof of its headquarters, as a testament to its interest in reducing its ecological impact. Refrind continues to pursue the adoption of innovative and sustainable solutions, with new projects in development, to actively contribute to environmental protection and the well-being of future generations.

Based on these concepts Refrind, in accordance with ISO9001:2015 standard, has analyzed the internal and external context factors and the needs of interested parties in order to better understand the risks that could affect the achievement of the set objectives.

At the end of this thorough analysis, the Management is committed to pursuing the above objectives through the adoption of the following measures:

- Ensure technological evolution through the continuous development and improvement of applied tools and methodologies;
- Constantly work to optimize costs and minimize waste, adopting sustainable choices at the company level and leveraging sustainability as a driver in the development of its products;
- Prefer certified suppliers to ensure the highest quality standards;
- Increase customer satisfaction through the effective application of the system, including processes for improving the management systems themselves;

- Demonstrate the ability to consistently deliver products and services that meet customer requirements and comply with applicable mandatory compliance obligations;
- Work together to achieve the set objectives;
- Raise the quality and safety culture among operational staff, involving them in understanding the importance of their activities and increasing their awareness.

The Quality Policy is reviewed during the Management Review and, if necessary, updated. It is also made available to all employees through publication on Refrind's website.

Luogo e Data

Gorlago 03/12/24

L'Amministratore

