

Quality, Environmental, and Safety Policy (PQAS2022)

Lechler designs, manufactures, and distributes painting products and related services with a unique range and variety of products for industry, furnishings, home and building, bodywork, and boating.

Lechler has always focused on constant technological development based on research, innovation, and the consequent formulation of new products. These are aimed at various market sectors and are particularly dedicated to segments with a higher level of quality in all international markets.

"The culture of colour for your life" is its *unique value proposition* with a strong ethical slant: promoting the culture of colour in everyone's lives, teaching how to use colour to produce harmony like we find in nature, with a view to beauty and durability. At the same time, the long-term strategy and perspective of growth, internationalisation, open *governance*, and shared responsibility is the key to Lechler's sustainability and social responsibility.

In pursuing its mission and in accordance with the Code of Ethics, which is based on the principles of social responsibility and sustainable development, Lechler aims to express a policy of strong, staunch **commitment** towards the culture of quality of its products and services and respect for the environment while protecting the health and safety of all people. With this **Policy**, Lechler establishes the **fundamental principles** of its activities, consistent with this commitment:

For the culture of quality:

- Identifying and regularly meeting customer requirements;
- Developing knowledge, skills, and technical and organisational awareness at work, placing people at the centre of the company and enhancing their professionalism;
- Promoting the constant economic, technological, and structural development of the activities;
- Promoting and implementing strategic processes aimed at optimising the finished product and services;
- Guaranteeing the promised product characteristics and services provided to customers, controlling the technical, organisational, and human factors that influence quality;
- Developing and improving products and customer services, quickly responding to needs and expectations, analysing perceived quality, and aiming to increase levels of satisfaction.

With regard to environmental protection:

- Choosing, orienting, and managing production processes and business activities with a view to sustainability;
- Optimising the environmental impact of our products and activities, reducing resource consumption and waste, and preventing all forms of pollution;
- Orienting our energy supplies towards renewable energy sources;
- Studying the possibility of recycling and reusing the resources employed;
- Studying and adopting the best available technologies when selecting and operating our systems;
- Defining environmental performance objectives, monitoring them through the adoption of measurable indicators, and identifying plans for improvement;
- Organising periodic and systematic information, education, and training activities for all employees to promote responsibility and awareness of all the objectives.

Based on risk prevention and the protection of health and safety at work:

- Designing and implementing products, services, organisational models, and production processes with a constant, systematic focus on protecting the best health and safety conditions for all;
- Providing safe and healthy working environments and conditions to prevent occupational accidents, injuries, and diseases;
- Preventing behaviour that can generate harmful events for people;
- Identifying and eliminating sources of risk, minimising occupational health and safety hazards;
- Organising and providing complete information, education, and training for workers to prevent occupational accidents and diseases, as well as managing emergency situations;
- Promoting consultation with and participation of all workers and their representatives;
- Coordinating activities and promoting collaboration with suppliers and contractors;
- Promoting health and well-being initiatives also outside the narrow field of work.

Overall and in general:

- Promoting all employees' identification with the values expressed in this Policy;
- Defining clear and consistent objectives, working towards them determinedly, evaluating their effectiveness and appropriateness, and ensuring their dissemination and understanding within the organisation;
- Increasing awareness about the role of each worker and individual responsibility in reaching these goals;
- Organising effective integration and cooperation between company functions and relying on appropriate methods;
- Guaranteeing effective two-way communication with all personnel and with workers' representatives;
- Working towards the best technologies and available practices consistent with economic balance, and applying the continuous improvement approach;
- Ensuring compliance with all applicable legal requirements in each country where we operate;
- Structuring and supporting the organisation with suitable and necessary human, instrumental, and economic resources;
- Controlling activities by providing for adequate verification and inspection activities to identify and prevent non-compliant situations;
- Maintaining open interaction with suppliers and customers, positively recommending the values of this Policy, and enhancing collaboration with those who share them;
- Developing open and collaborative relationships with institutions, the authorities, local communities, and with all stakeholders in general;
- Defining and implementing actions for **continuous improvement** of the Integrated Management System.

To reach the objectives and implement this Policy in an effective, organised, and documented manner, Lechler has chosen to implement an **Integrated Management System** inspired by the principles of the UNI EN ISO **9001**, UNI EN ISO **14001**, and UNI ISO **45001** standards. The System encourages visibility and sharing of objectives, facilitates the organisation of complex processes with a high degree of interfunctionality, and determines their productive control, identifying possibilities for continuous improvement on every level. It is an essential part of the Organisation, Management, and Control **Model**.

Lechler has introduced a **Risk Assessment** to reach the objective – "*Risk-based Thinking*" - which is based on the indications in the ISO **31000** standard as a structured tool to grasp and systematically represent opportunities for improvement and possible threats. Lechler has also joined the voluntary "**Responsible Care**" programme to reinforce its commitment protecting health, safety, and the environment.

Lechler instructs all management figures to exercise committed and motivational leadership, encourages the entire organisation to implement this Policy enthusiastically and responsibly by defining consistent, ambitious goals and objectives, and supports it by providing competent **resources** and adequate **means**.

Lechler disseminates this Policy through its main communication channels and website_in its commitment to maximum communication, transparency, and awareness for all interested parties and with the intention of promoting knowledge of and adherence to the Policy.

Lechler periodically assesses the adequacy of this Policy and updates it to seize new opportunities for improvement and respond effectively to new risks. In particular, it uses the Management Review tool, with which it systematically evaluates the contexts, verifies the degree to which the objectives and performance trend indicators are achieved, and determines the adequacy of resources.

Como, 1 July 2022

Aram Manoukian
President