

Founded in 1991, Opticom Graphite Industry is a global leader in graphite processing and applications in the industry.

Opticom Graphite's main goal is to achieve a high level of customer satisfaction. The board has therefore decided to establish and implement a quality management system in accordance with the UNI EN ISO 9001:2015 standard.

The company is committed to researching new solutions, technologies, and high-quality raw materials, with the aim of ensuring precision and stability.

For this purpose, Opticom Graphite's Quality Policy is based on the following principles:

- **Customer orientation:** technical and contractual requirements are defined with the customer before starting any activity - the company collaborates with the customer to optimize technical solutions and solve any problems.
- Compliance with the required level of quality and efficiency in production, with particular attention to customer needs, while respecting safety and work standards in all areas of the company.
- **Continuous improvement:** the company is committed to constantly improving its business processes over time, with the aim of increasing its ability to provide services and products that meet customer requirements.
- **Flexibility and adaptation to customer needs:** the company ensures flexible management of production and work scheduling to meet the needs of an ever-changing market and to be able to meet the specific needs of customers.
- **Professionalism and competence:** the company ensures the employment of personnel with adequate skills and abilities and guarantees this requirement over time through appropriate training and professional development activities.
- **Research and innovation:** the company is always looking for cutting-edge technical solutions in terms of materials and construction systems; it offers customers a wide range of products thanks to its constant commitment to the development and design of new items.

This policy is disseminated to all staff and key collaborators, also through publication on the company's website and social media.

All company personnel are responsible for ensuring, to the best of their abilities, that the product offered is produced in accordance with the principles of this document and the Quality Management Manual, Company Procedures, and Operating Instructions.

Romano D'Ezzelino, 14/12/2023

The Management