

## QUALITY POLICY

Since 1976, LMF Biokimica has been the leader in technology in the tanning sector, wherever there are industries prepared to collaborate in a perspective of quality.

The sale of chemical products is always supported by research and development activities and technical service that guarantees the appropriate realization of finished product as requested by the market, but also from the preparation of declarations / certifications that are always more in request in the fashion and automotive sector, as well as all the mandatory technical documentation necessary for the sale of the products themselves.

The medium and small enterprises, which are typical in our tanning sector, therefore find LMF Biokimica a reliable partner to face a market which is always more demanding in terms of quality, innovation, price and respect of environment.

Meanwhile, strategies have been studied to meet the specific needs of large-scale tanning industries, the major part of which are in Veneto district.

The delocalization of the production activities towards countries with lower labour costs has allowed LMF Biokimica to be a further strength of assistance for its customers. It is necessary to form a technical team capable of working abroad and also for a long period. It is convinced that work needs to be followed there where it is.

Always in view of this, we have paid greater attention in identifying intermediaries in various countries that can share our policy and help us to convey it to final customers. These strategies are now confirmed and carried out with commitment, albeit sometimes with difficulty.

LMF Biokimica, working under such complex conditions, considers it essential to count on chemicals of absolute reliability which are purchased from qualified and experienced suppliers in the tanning sector worldwide.

Keeping in mind the greater importance of being able to propose new and innovative products to be distinguished from competitors, we aim at satisfying the needs of customers and gaining their trust.

At the same time, a constant control of supplies enables us to guarantee our customers of meeting their specific quality requirements.

During these years, LMF Biokimica has selected a wide range of products that can meet the needs of tanneries in all phases of the production process from the wet-end to finishing, in which the leather is valued by an aesthetic point of view and for its technical content.

Concrete and ambitious objectives are planned, updated periodically and continued through the involvement of all parties concerned and the adoption of principles in reference to:

**PROFESSIONALISM, COMPETENCE AND RESPONSIBILITY**  
**INNOVATION, RELIABILITY AND PRODUCT DIVERSIFICATION**  
**RESPECT OF THE BINDING REQUIREMENTS AND REQUESTS OF CUSTOMERS**  
**PRINCIPLES OF ENVIRONMENTAL SUSTAINABILITY**  
**TIMELINESS OF DELIVERIES**  
**TECHNICAL ASSISTANCE AND AFTER SALE SERVICE**  
**ABILITY TO MANAGE EMERGENCY SITUATIONS**  
**CUSTOMER SATISFACTION**  
**GROWTH OF SALES VOLUME.**

In this context, the management still considers the ISO 9001 Quality System a useful tool to improve continuously the effectiveness of all the company processes and to meet the needs and expectations of all internal and external parties concerned, even through a suitable management of risks and opportunities that can influence the conformity of products, services and processes.

The daily commitment is also that in the management of the workplace and in the protection of the safety and health of workers, in particular this year for the health emergency due to infection with SARS-CoV-2 responsible for the disease Covid-19.

This policy, integrated with the above-mentioned objectives and principles, is appropriate to the aim of our organization and communicated to all parties concerned. In case of significant and influential amendments on quality purpose with respect to the entire system, also the quality policy will be re-examined and updated.

Santa Croce sull'Arno, li **03 august 2020**

**MANAGEMENT**  
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