

Quality Policy

Statement by the General Management

For Milkline NG S.P.A, the customer is at the center of our attention and our goal is to achieve his satisfaction. For this reason, our efforts are aimed to:

Research and create products and services closer to the customer's needs in terms of product quality and service offered.

To achieve this goal, Milkline has pursued a renovation course aimed to greater efficiency in the execution of processes, in order to obtain better results with a consequent increase and expansion of the business.

This renovation includes the maintenance and improvement of our quality management system, certified in compliance with ISO9001:2015 standard, a reason and opportunity to inspect the company flows and processes as well as an approach to Operations based on risks/opportunities assessment. A great contribution to the transformation came from the introduction and use of the SAP Business One ERP (which will be soon updated); it has provided the opportunity to integrate and interact with the various company processes in a structured and controlled way.

It is also considered essential to keep close the attention to issues related to environmental impact and safety in the use and manufacture of products, both for our collaborators and customers up to the end users.

For this purpose, Milkline pays particular attention to providing all the tools and the necessary information to be able to work safe and with respect for the environment and undertakes to comply with the applicable mandatory requirements.

On the outside world, there is utmost attention to the consequences of Russia's invasion in Ukraine; the prices variation and the limitation of some materials have led to speculative situations which deteriorate commercial relations.

We pay close attention to the entire sanctioning system issued by the European Commission, to which we adopt with due respect and apply the various subjective and objective restrictions with extreme care.

It is Milkline's goal to continue along this path of renovation in the next years, promoting and hoping for an ever greater involvement of the various interested parties (partner companies, customers, suppliers and collaborators, business networks, credit institutions, etc.)

Podenzano 29th of March, 2024

General Manager

Elio Frigerio

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