

Quality Policy

General Management Statement

At Milkline NG S.p.A., the customer is at the heart of everything we do, and our goal is to ensure customer satisfaction. To this end, we are committed to:

Researching and realising products and services that are always closer to customers' needs in terms of product and service quality.

To achieve this objective, Milkline has embarked on a process of renewal focused on simplifying and streamlining our processes, with the aim of achieving ever-better results and consequently growing and expanding our business.

This renewal includes the maintenance and improvement of our quality management system, certified in accordance with the ISO 9001:2015 standard, which has provided both the impetus and the opportunity to review business flows and processes, as well as acting as a catalyst for an operational approach increasingly based on the assessment of risks and opportunities. A major contribution to this transformation has come from the introduction and use of the SAP Business One ERP system; this has provided the opportunity to integrate and interact with the various business processes in a structured and controlled manner.

We also pay close attention to issues relating to environmental impact and safety in the use and manufacture of our products, for the benefit of our staff, our customers and the end user.

To this end, Milkline takes particular care to provide all the tools and information necessary to operate safely and in an environmentally responsible manner, and is committed to complying with the applicable mandatory requirements.

Externally, we pay close attention to all the sanctions imposed by the European Commission following Russia's invasion of Ukraine; consequently, we adopt and apply the various subjective and objective restrictions provided for with the utmost care.

It is Milkline's objective to continue along this path of renewal in the coming years, promoting and encouraging ever-greater involvement from the various stakeholders, starting with our employees, and extending to suppliers and other stakeholders.

Podenzano, 17 March 2026

General Manager

Elio Frigerio



V108-17.03.2026