

RIPANI places the quality standard of its products at the core of its work, considering it **the main strength and promotional driver** of the company, with the objective of continuously and successfully retaining a primary clientele over time. The mission of RIPANI is:

“To make the daily luxury of an authentically Made in Italy handbag possible”

Thanks to the commitment and sensitivity of its management and staff, RIPANI is dedicated to **strengthening this policy** through the development and maintenance of an effective and efficient Quality Management System.

To this end, Management is committed to **ensuring** the pursuit of this objective through:

- Continuous attention to **customer satisfaction**, with systematic measurement of their level of appreciation;
- **Compliance with the requirements** of the Quality Management System;
- **Compliance with product** requirements requested by the Customer;
- Support for the **professional growth** of all company personnel;
- **Analysis of the context** in which the company operates and adoption of specific actions aimed at protecting the company from **potential risks** and seizing **any opportunities** that may arise;
- The pursuit of increasing market share and greater presence across different market areas, while also enhancing the **company's image**;
- Constant **research and experimentation** of new materials and/or ideas for the creation of innovative products to be introduced to the market;
- The pursuit of **continuous improvement** in all company areas;
- Periodic verification by Management of the **level of efficiency and effectiveness** achieved by the Quality Management System, and initiation of appropriate improvement actions to achieve the defined objectives;
- **Protection of workers regarding workplace safety** through the adoption of specific prevention and protection activities for personnel and the surrounding environment.

RIPANI ITALIANA PELLETTIERIE is aware that this policy requires **constant commitment from all operational personnel** and that it can be successfully achieved only through a systematic approach to quality-related issues.

The company believes that its employees represent its **main resource**; therefore, the only viable path is one that ensures their **full involvement**. Top Management strongly believes in this and is committed to **disseminating and promoting quality** throughout the organization.

01/06/2022

Management