

Quality policy

Statement of liability

One of our main company principles is the customer- and supplier satisfaction. This is achieved through the high quality of our products and service. The standard is set by our customers and suppliers. Therefore, their judgement about our quality is crucial. In doing so, we commit ourselves to an ongoing improvement in customer satisfaction and in our management system.

Each employee contributes, through his/her personal effort and in compliance with the binding obligations applicable to our company, to the quality of our products and service.

Our expectation on quality is supported through a Quality Management System which is conform to the current DIN EN ISO 9001. Except the norm paragraph "8.3 Development of products and services", as IMPAG does not conduct any product development.

The existing QM-guide (IMS) describes the Quality Management System of IMPAG Group and secures the implementation of the quality policy of our enterprise on all levels. Farther, with the publication we pursue the following targets:

- Description of the mandatory rules of collaboration
- Clarification of responsibilities and interfaces on all important operating processes
- Transparency throughout the organization
- Optimal introduction of new employees
- Create basic principles for in-house amendment
- Quick finding of work specific instructions

Through this statement, the board of directors and all employees bound themselves, to execute all actions according to the descriptions of this QM-guide.

The SHEQ-authorized is responsible for the planning, monitoring and the correction of the SHEQ-Systems as well as the creation, approval, distribution and maintenance of the QM-guide.

The QM-guide is binding for all IMPAG group departments and is hereby put into effect.

Zurich, 24.06.2024



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