



QUALITY POLICY

MAPEI Americas intends to achieve a leading position in the market by offering complete product lines in the building industry, and through continuous improvement in the satisfaction of customers and other interested parties (MAPEI employees, suppliers, local communities, authorities, MAPEI ownership).

Through the implementation of an ISO 9001 compliant Quality Management System, MAPEI Americas is fully committed to maintaining a high level of quality in all its activities, within an environment that has health and safety as a first priority, and is focused on customers and on the implementation of sustainability initiatives, and that fosters continuous improvement.

MAPEI Americas' quality policy is based on the following principles:

- Identify customer needs and supply high-quality, innovative ranges of products, product systems and services focused on meeting the current and future customer expectations
- Create and maintain a winning team spirit, through committed managers, where all employees are involved in achieving customer satisfaction and company goals
- Manage activities and related resources using innovative, efficient and effective processes to satisfy the expectations of internal and external customers
- Identify and understand process interrelations, locally and with other organizations in the MAPEI Group, to achieve the company objectives effectively and efficiently
- Ensure decisions based on reliable and accurate data and information that enable key analyses to be performed (e.g., reviews, planning, forecasts, process analysis)
- Promote effective relationships with key suppliers and partners to enable mutual and sustainable financial benefits

A handwritten signature in black ink, appearing to read 'Luigi Di Geso', written over a horizontal line.

Luigi Di Geso
Chief Executive Officer