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## Corporate quality policy

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Special Springs designs and manufactures sheet metal moulding components, in particular standardised wire springs and nitrogen cylinders.

Product distribution takes place mainly through an international network of distributors active on the main markets.

Special Springs represents one of the world's leading manufacturers and stands out for the quality and reliability of its products, meeting the expectations of all stakeholders.

SPECIAL SPRINGS was founded in 1978, and specialises in the production of standardised mould springs, becoming the first global company to produce three different product standards: ISO 10243, US-NAAMS and JIS B5012.

In 1990, nitrogen cylinders were introduced, setting new quality, performance and dimension parameters in a sector that until then had not had any particular evolution.

Special Springs has imposed itself on the market by anticipating and applying concepts of product innovation and safety of use. Thanks to technological innovation, human resources skills development and the quality management system, the company strives for continuous improvement of the services rendered to the customer and to satisfy the applicable requirements.

The Policy of Special Springs srl has the following objectives:

1. maintain and strive for continuous improvement of the quality management system in accordance with UNI EN ISO 9001:2015;
2. maintain a leading position on the market, becoming an internationally recognised brand, taking into account the context and meeting stakeholders' expectations;
3. satisfy customer requirements and requests, reference standards and mandatory requirements;
4. communicate, explain and disseminate the quality objectives through training, communication and sharing with the company's human resources;
5. operate in respect of people and the environment, planning sustainable development and assessing the risks associated with managing the organisation;
6. propose a product that stands out for safety and reliability.

To achieve these objectives, Special Springs undertakes to continuously monitor company processes and disseminate the quality policy at all levels, involving, motivating and developing its human resources, creating a sense of belonging to a winning team.