



# COMPANY POLICY

## FOR QUALITY, ENVIRONMENT AND SAFETY MANAGEMENT

16/Feb/2022  
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### **Premise**

Kover is an organization specialized in the design, production and sale of sofa beds, beds, upholstered furniture and quilted bedspreads.

Since 1984 Kover S.r.l. carries out this activity successfully because it has always responded optimally to the needs of customers, offering the same quality products and flexible and timely services.

The careful examination of the requirements set by the users, the readiness to promptly resolve the most disparate needs of customers and the continuous and careful examination of the market, have led - through the research and development phase - to the creation of cutting-edge products both under the technological aspect and economic competitiveness.

### **The Market**

Kover moves in two main markets: residential and contract. The residential market is that of the medium / high range, through the internet and traditional multi-brand stores. The contract is that of international architecture studios that specify our products for hotels, hospitals, cruise ships and furnished apartments.

### **Customers**

Always paying more attention to the needs of the customer, ensuring continuous assistance, diligence, willingness to listen and timeliness in solving any problem even through the direct survey that is periodically carried out.

### **Suppliers**

Assuring, when providing the service with the teamwork of other collaborators, their ability to guarantee quality, reliability, competence and responsibility.

### **Staff**

Involving all the staff, spreading the culture of quality at all levels. To this end, continuous training and information support are guaranteed, in addition to identifying a precise and consistent Training and Update Plan, aimed at effective growth.

### **Regulated area**

Kover adhere punctually to all the mandatory regulations affecting their activities, be they Italian, of the European Community or International. Voluntarily we has chosen to adhere to standards system, such as ISO 9001 and regarding the product, such as UNI standards, relating to quality and duration tests.

### **Quality**

Consolidate and implement the quality standards of its products and its services offered, through constant monitoring in all phases of completion and in compliance with current regulations. Tracking the Quality System, implemented in the company since 1998, updating the methods of approach through the UNI EN ISO 9001 standard, internationally recognized as a model of business organization, in order to provide Quality Assurance to its Customers.

### **Environment**

Kover in the phases of its production cycle does not emit any toxic or unsafe substance into the atmosphere and does not produce dangerous solid waste. The products do not contain harmful substances such as formaldehyde and, in their instructions that accompany the products, includes those for disposal at the end of use. Sustainability is guaranteed by an essentially "zero kilometre" production cycle.

### **Safety**

Consolidating and implementing the culture of Safety in the workplace in compliance with current regulations through training and awareness of the personnel involved and the security of company infrastructures.

### **In particular Kover S.r.l. sets itself as specific medium-term objectives:**

1. Product improvement through infrastructure development and constant staff qualification.
2. Kover aims to develop existing markets: in fact, a promotion for product placement in showrooms has been activated for retailers around the world.
3. The development of the hospitality market intended above all as hotel supplies, serviced apartments, health facilities and the cruise ship sector.
4. The development of e-commerce, already started, through the implementation of the website for the UK market.
5. Improve the online traceability of our website, through the new indexable site and the activation of an SEO campaign.

The Management undertakes to periodically define the specific objectives related to Quality, involving the company organization for their achievement and ensuring the availability of the necessary resources. The Management also undertakes to systematically verify the effectiveness of its Quality Management System, its application, the achievement of objectives and to promote preventive and / or corrective actions if they are not met.

The Management of Kover S.r.l.

A handwritten signature in black ink, appearing to read "Roberto de Lorenzo". The signature is fluid and cursive, written over a horizontal line.

The Director - Roberto de Lorenzo