



Quality Policy

Arexons, Division of Petronas Lubricants Italy, was established in 1925 to develop, manufacture and market products for car care applications. In over 90 years of activity, Arexons has expanded its expertise from the **automotive** sector to **industrial** and **home** maintenance.

Arexons has complemented its **ISO 9001: 2008 Quality Management** System with Petronas Lubricants International Group Quality System Principles to operate under a very comprehensive Quality Program.

Arexons' **mission** is to offer a complete experience as the category leader by providing products and solutions of the **highest quality and reliability**, through its strong **technical** and **commercial expertise**, product innovation, engineering and design.

The products manufactured and sold by Arexons take care of some of our most valuable belongings, automotive and industrial, **protecting and enhancing their performance**.

The Customer is at the center of Arexons' universe, with its very different and specific needs:

- Mechanics, service station and car wash attendants, are all stakeholders who rely on Arexons' best in class solutions to consolidate the trust of their clients;
- Professionals and operators in the industrial maintenance and building sector who constantly need innovative solutions to stay competitive;
- Craftsmen and DIY users who seek cutting-edge solutions with reliable and safe products.

The values and guiding principles of Arexons are:

- Constantly update the technical - performance value proposition of the comprehensive product portfolio;
- Continuously innovate in terms of product formulations and the production process;
- Maintain constant contact - relationship with cutting edge technology partners;
- Provide easy to comprehend, customer-oriented specialist technical advice;
- Anticipate the customers' technical, commercial and legislative-administrative requirements, all the while ensuring an excellent level of service.

To achieve these objectives, Arexons Management commits to:

- Define and deploy the strategic and operational plans needed to achieve goals, by ensuring the necessary resources and investments;
- Define the organizational - functional relationships and accountability are clearly identified within the organization;
- Identify and monitor regularly the company Quality System process KPIs;
- Champion an excellence culture by guaranteeing adequate training to staff and by promoting continuous improvement plans.

This Quality Policy is available to all Arexons personnel in the manufacturing site common areas and published on the shared company intranet.

Cernusco Sul Naviglio, February 22nd, 2016

Domenico Ciaglia
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