



Quality, Safety and Environment Policy

PRIMARY OBJECTIVE (COMPANY MISSION)

Management wishes to define its strategy, via a dynamic approach aimed at preventing risks and seizing market opportunities, as a manufacturer of flocked materials and a reliable supplier, pursuing as its primary objective the satisfaction of Customer and stakeholder expectations: Employees, Business partners, Suppliers, Local community and Public Bodies.

The implementation and development of an integrated Quality, Safety and Environment management system, certified according to international standards, is a strategic objective for this purpose.

THE CUSTOMER

The customer is the very reason for the existence of the company, whose future is guaranteed only through a relationship of mutual trust and satisfaction..

HUMAN RESOURCES

The people in the company are an indispensable asset in an increasingly competitive and aggressive market. It is therefore considered necessary to carry out informative and training activities to improve their expertise and awareness.

QUALITY

Management undertakes to make every possible effort, in a planned and controlled manner, to ensure continuity of service and to achieve customer satisfaction, through:

- the dissemination of the Zero Defects culture and its implementation in operational processes;
- analysis of the intrinsic risks in the processes, with a view to preventing defects;
- the study of technological solutions for the continuous improvement of process performance and product characteristics;
- staff awareness of the impact of their behavior with a view to satisfying internal and external customers;
- selection of suppliers and business partners which share this policy;
- certification of the System according to the ISO 9001 standard and IATF 16949.

ENVIRONMENT

Management undertakes to make every possible effort, in a planned and controlled way, to protect and respect the environment, through:

- full compliance with the relevant legislation in force;
- analysis of the risks arising from the environmental impacts of processes;
- the study of technological solutions for the continuous improvement of production processes;
- the study of innovative solutions for the continuous improvement of products, in terms of reuse of raw materials throughout their life-cycle and reduction of their impact;
- staff awareness and involvement in the impact of their conduct regarding the environment;
- reduction in the waste of energy and raw materials and selection of renewable sources;
- the selection of suppliers and business partners who share this policy;
- certification of the System according to the ISO 14001 standard.



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HEALTH AND SAFETY

Management undertakes to make every effort, in a planned and controlled way, to guarantee the safety of the workplace and the health of staff, through:

- full compliance with the relevant legislation in force;
- staff awareness and direct involvement in adopting conduct which reduces the risks to their health and safety, through education and training programs to teach specific knowledge, in order to increase the level of awareness, attention and cooperation in terms of safety, hygiene and health on the work place;
- analysis of the risks arising from the impacts of the processes on safety;
- the study of technological solutions aimed at improving ergonomics and safety in the workplace and reducing risks to the health and safety of operators;
- the definition and application of prevention and protection measures;
- the definition of tasks and responsibilities within the company;
- the enforcement of responsibilities to people with adequate professional knowledge;
- the involvement of suppliers in following the principles of health and safety, to guarantee the application of all current regulation and internal procedures;
- the periodical review of documents, goals and targets concerning health and safety.

MANAGERIAL RESPONSIBILITY

All those with roles of responsibility and who are a point of reference for others have among their duties the requirement to disclose the importance of these values:

- the Customer is the most important asset for the business;
- achieving the objectives set and agreed.

BUSINESS PARTNERS

The company regards its agents, distributors and suppliers as its business partners: these are, and must be, considered an integral part of the organization, and therefore are a strategic factor in obtaining the results expected by the Customer.

CONTINUAL IMPROVEMENT

All those involved in the company must be focused on the continuous improvement of products, processes and services with regard to effectiveness, efficiency and satisfaction of all stakeholders.

The Chairman