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The purpose that *Schiavetti Lamiere forate srl* pursues and explicates is to provide its customers with quality products that perfectly meet their needs in terms of time, quantity and costs.

The importance of safety at work, of the ethics of relations with the staff and of the production chain are as important as the quality of the final product and the satisfaction of our customers and should not be interpreted as regulatory obligations, but as a proper behaviour for the respect for people's natural rights.

This is why we consider our management system compliant with the rules

UNI EN ISO 9001 for **quality**
OHSAS 18001 for **security**

as the strategic instrument to guarantee growth and economic development.

We base our policy on **competence, preparation and prevention** by engaging in constant **compliance with the legislative and regulatory requirements** to consolidate the company culture of **continuous improvement**, that is the **effectiveness and efficiency** of each activity.

The legislative requirements to which the organization complies are national laws, European legislative requirements and, in general, the requirements that arise automatically.

Every commitment enunciated in this policy is based on the work of the people of *Schiavetti Lamiere Forate*

- from the active participation of the management that defines this policy and the consequent aims, and gives the workers the resources necessary for their achievement
- the involvement of all collaborators in the activities of continuous improvement and responsabilization on the themes expressed in this policy
- recognition of the contribution of each collaborator when it is aimed at ensuring the effectiveness and efficiency of production and service delivery and shares and approves every effort for improvement

collaboration with customers, suppliers and stakeholders in building an active and positive partnership and is undertaken and measured against the general objectives outlined here. The specific aims, targets and business performance are regularly defined, measured and checked according to the kind, size and nature of our activities.

At Schiavetti Lamiere Forate everyone is responsible for his/her own activities, each one according to his/her own attributions and skills, particularly for what concerns the management of safety at work.

This policy is the main reference for everyone's behaviour and is available for everyone, collaborators, customers, suppliers and for all the interested parties on the company on our website www.schiavetti.it

Quality policy

Listening to customers, studying their needs and striving to find the right solutions are important elements in determining our production and development choices.

Our aim is to be recognized as an excellent and reliable company, capable of creating products and services that meet the expressed and implicit needs of the client and capable of demonstrating responsibility, professionalism and flexibility.

In order to maintain an adequate level of quality control of products and services, we have organized our company in order to constantly monitor production and support processes.

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Our quality goals are:

1. to maintain a proactive and effective behaviour in the solution of problems and in the management of anomalies, observations, complaints and non-conformities of product and process detected internally and by customers
2. to increase and sustain company credibility and reputation towards customers, suppliers and its reference market
3. to maintain the efficiency of machines, equipment and infrastructures with respect to their product and process performance
4. to ensure the technical and professional qualification and updating of all collaborators
5. to improve the integration of the quality system requirements with the business processes also identifying the best performance indicators of the processes
6. to measure the effectiveness and efficiency of services rendered and customer satisfaction to maintain and strengthen the market position, thanks to the excellence of the service rendered
7. to acquire and /or maintain the status of a qualified and reliable supplier to customers

Security Policy

- security policy must first of all be a prevention policy
- to guarantee the safety of its workers by preventing accidents and diseases, mitigating, in case, the harmful effects and managing the evolution
- to always guarantee compliance with the applicable mandatory requirements in order to always ensuring a good level of safety in all phases and production activities
- to work according to the state of knowledge, technology and good management practices in order to keep the health and safety management system active and effective
- to ensure the balance between the needs of safeguarding the health of people and the environment and company purposes
- the existing safety management system must be continuously adapted to the risks actually identified: any modification of plants and substances present may require a variation
- to maintain the third-party certification with respect to the OHSAS18001 standard progressively for all the production sites of the organization
- start planning the transformation of the safety management system to the new standard according to UNI ISO 4500:2018

The Direction supports the implementation and improvement of the Quality and Safety management system, identifying the necessary figures within the organization for carrying out the operative activities. Every year, *Schiavetti Lamiere forate* defines the specific aims for quality and safety that it intends to pursue and communicates them to the organization, specifying the responsibilities and timing of implementation, the criteria, the indicators and the methods for achieving them.

The management system is appropriate to the current needs of *Schiavetti Lamiere forate* and must remain such as changes in organization and market, for this reason the adherence to voluntary certification schemes of quality and safety are an important element for periodic verification of adequacy.

The Direction