

With the aim of enhancing the company's experience and knowledge and technical heritage, reducing the impact of company processes on the environment and eliminating or reducing risks and accidents at work, the Management of ISELFA MORSETTERIA, S.r.l. is aware of the importance of promoting the culture of Quality, Environment and Health and Safety at work by involving all those who work in the company and for the company.

This requires that everyone in the company is involved and aware of his/her role and responsibility in achieving the objectives of Quality, Environment and Health and Safety at work in continuous improvement.

This needs the commitment and involvement of all staff in the design, implementation and continuous improvement of an **integrated business management system** that takes into account and satisfies a set of requirements, consisting of:

#### **Quality, Environment and Health and Safety System**

Maintain a certified company's Quality System, according to **UNI EN ISO 9001:2015** standard and ensure that all possible future regulatory updates and revisions are received.

With the development of the Environmental Management System according to the **UNI EN ISO 14001:2015** standard, the Management undertakes to promote the following objectives:

- Prevent, reduce or eliminate, where possible, the production of environmental pollution;
- Minimize negative environmental effects during all company activities;
- Optimize, where possible, the use and consumption of resources (raw materials and energy);
- Pursue continuous improvement of environmental performance;
- Guarantee correct and timely compliance with the requirements established by current laws and regulations.

With the development of the Occupational Health and Safety Management System according to the **UNI EN ISO 45001:2018** standard, the Management undertakes to promote the following objectives:

- Prevent injuries and occupational diseases, also raising awareness among third-party companies supplying services and/or works;
- Have a system capable of identifying, determining and updating workplace safety and health objectives;
- Continuously improve the system and its results in terms of safety and health at work;
- Promptly adapt to the provisions of the law regarding safety and health in the workplace and to the requests coming from the assessments that emerge from the safety management system.

#### **Continuous improvement**

Carry out an activity of **constant improvement of the aspects of quality, safety at work and attention on the environment** with the definition of methods, programs and indicators to optimize production processes through a coherent investment of resources.

#### **Customer satisfaction**

Constantly monitor the level of Customer Satisfaction in order to **improve the external perception of aspects related to quality, environment and safety and health at work**, to prevent complaints and respect delivery terms, giving guarantee to the customers of a high-value product and service.

**Cooperation with suppliers**

Develop a system to raise awareness of strategic suppliers, through a **system of quality control of supplies, which have to be sustainable and guarantee workplace with highest health and safety standards.**

**Control of activities**

**Eliminate product non-conformities**, through quality controls during all phases of production process, to avoid product defects, minimize waste, avoiding complaints, returns and problems related to conformity and low product quality. Non-compliances will also be managed taking into account aspects related to environmental impact and safety and health at work.

**Staff growth and participation**

**Improve the skills and involvement of all company staff** by encouraging participation and sharing of Quality, Environment and Safety at work objectives through education, training, supervision and effective communication.

**Every person working within the company** is called to actively participate in the commitment deriving from this policy: everyone's awareness and sense of responsibility must always be directed towards the certainty of obtaining constant optimization of their performance.

**Specific objectives** derive from this policy, which are periodically reviewed within the framework of the **Management Review.**

The Management



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