



QUALITY AND WORK SAFE POLICY

The company's constant objective is the consolidation and development of its leading position in the sector of design and construction of process plants and machinery for the chemical and pharmaceutical industry.

To achieve this objective, also considering the evolution of the market towards very strong competitiveness, it was felt necessary to adopt an adequate quality policy.

The basic principle on which this policy is based is to ensure and increase the complete **customer satisfaction** through the systematic implementation of a Quality Management System in compliance with the requirements prescribed by the UNI EN ISO 9001:2015 Standard, with **the aim of pursuing the continuous improvement of ITALVACUUM products**.

From a customer perspective, improve products by involving:

- QUALITY
- SERVICE
- PRICE

QUALITY IMPROVEMENT means first and foremost rationalising the commitment of those who work in the Company. The conscious and convinced contribution of those who work in the Company is the prerequisite for the aforementioned objective to be achieved. The Company's Quality Management System, established by the Company and described in this Manual, is also a tool for documenting the Company's practices and the rules of good behaviour (clarity of tasks and responsibilities) that everyone is required to observe.

SERVICE IMPROVEMENT means offering customers, greater willingness to collaborate, promptness in intervention, demonstrated competence in the sector in which one operates. It also means improving the service to the 'internal customer' by all; that is, putting those in the company who use the results of the work of others in the best conditions to do theirs well, developing the spirit of taking responsibility for one's work and of constructive collaboration.

PRICE IMPROVEMENT above all, it means reducing the costs of 'non-quality' at all stages of production by the company, direct and indirect costs, overt and covert, which increase the overall cost of the product and must therefore be eliminated.

The achievement of the objectives that the Company has set itself requires the activation and maintenance of the following tools:

- a process approach and risk-based thinking in the development, implementation, and improvement of the effectiveness of the Quality Management System, in order to increase customer satisfaction. In particular, the DG and RSG, in consultation with the departmental heads in the context of the management review, define the objectives and processes required in the established period and the improvement plans accordingly.
- the processes implementation.
- the monitoring and measurement of processes, products and customer satisfaction.
- the analysis of results and the adoption of actions to promote continuous improvement.
- quality training for company personnel (information, involvement, training).
- a supplier evaluation system as part of the promotion of the adoption of Quality Management System criteria by the main suppliers.



The company management is also committed to pursuing the objectives of improving the safety and health of workers, as an integral part of its activities and as a strategic commitment with respect to the more general aims of the company, set out above.

The company management undertakes to make human, instrumental and economic resources available so that:

1. right from the definition phase of new activities, or in the revision of existing ones, safety aspects are considered essential content.
2. all workers are trained, informed, and sensitised to carry out their tasks safely and to assume their responsibilities with regard to OSH.
3. the entire company structure (managers, supervisors, designers, plant engineers, purchasing and maintenance services, workers, etc.) participate, according to their attributions and competences, in achieving the assigned safety objectives so that:
 - the design of machinery, plant and equipment, workplaces, operating methods, and organisational aspects are carried out in such a way as to safeguard the health of workers, company assets, third parties and the community in which the company operates.
 - information on company risks is disseminated to all workers; training is carried out and updated with specific reference to the task performed.
 - needs arising in the course of work activities are dealt with quickly, effectively, and diligently.
 - cooperation is promoted between the various company resources, collaboration with business organisations and with appointed external bodies.
 - all applicable laws and regulations are complied with; procedures are formulated, and company standards are adhered to.
 - its activities are also managed with the aim of preventing accidents, injuries, and occupational diseases. The design, operation, and maintenance, including the cleaning of workplaces, machines and plants, are directed to this end.

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The Management