

This Quality Policy applies to the Management System, which governs product quality and safety, occupational health and safety, social responsibility, respect for labor and workers, and business ethics.

The Management considers the Quality Policy as the means to lead the company towards continuous improvement of its performance. It is an integral part of the general strategy of the company, which has as its goal the economic profitability of the company and therefore its permanence on the market over time and is based on the following objectives:

- Ensure the quality and safety of the products/services offered;
- Assume the "Satisfaction of the customer and all stakeholders" as the primary value by which to guide the management and operations of the organization;
- Adopt a "Risk Based Thinking" approach in the management of all processes, internal and external;
- Respect delivery terms contractually agreed with the customer;
- Consider the service as a decisive factor for our own success, acting towards the customer as a partner in solving his problems and not simply as a supplier of goods/services;
- Commit to the fulfilment of requirements and to the effectiveness of the integrated management system;
- Consider suppliers an integral part of the production process;
- Comply with mandatory product, environmental, health/safety and corporate social responsibility regulations;
- Pursue the improvement of the performance of the entire system by containing non-conformities, analyzing the causes in order to implement effective remedies, prevent their recurrence and reduce the number of accidents and occupational diseases;
- Manage business fairly and correctly by applying the "Code of Ethics" in order to: protect the know-how; protect the intellectual property of the customer; implement fair business practices, ensure respect for privacy and personal information;
- Foster staff competence, awareness and participation, keeping up-to-date with the technological evolution taking place in the industry;
- Ensure the health and satisfaction of company personnel and the creation of a constructive climate of collaboration;

To achieve these quality objectives, Management is committed to:

- Increase customer and stakeholder satisfaction;
- To activate improvement plans, which define measurable goals, quantified and reviewed in the Management Review
- To increase the quality of the product/service;
- To minimize the number and cost of complaints and non-conformities;
- Maintain a high level of supplier performance;
- Establish objectives and targets for continuous improvement and sustainable development;
- Implement internal and external communications consistent with company principles and values;
- Ensure that a careful analysis of the context is conducted, that the expectations of stakeholders are met and that process-related risks are assessed by planning effective risk prevention and mitigation actions;

- Train and develop resources by strengthening the level of competence, professionalism and involvement and motivation of employees;
- Make adequate resources available (structures, vehicles, plants, equipment, machinery and equipment) with effective investment management;
- Ensure an adequate level of maintenance, safety and reliability of the means available;
- Guarantee a favorable working environment;
- Disseminate and support this Quality and Safety Policy at all levels, making it available to the public, external bodies and anyone interested in it.

The General Management of ISMEC SRL considers the health of its employees as the most important company priority, because its sustainability in productive and social terms depends on it.

In view of this priority, ISMEC SRL has activated and pursued for years activities aimed at obtaining adequate conditions of healthiness and safety of its work environment.

All this necessarily goes through:

- Compliance with all legal and other OHS requirements identified by the system;
- The constant and pervasive commitment to eliminating the dangers and reducing the risks inherent in the work activity;
- To check and constantly improve its Occupational Safety and Health management system;
- The awareness and involvement of all individuals who may influence the OHSMS and its expected results, in order to obtain only the desired effects, and to avoid or reduce the undesirable effects of the lack of safety.

In particular, for the last point, the organization is implementing a policy of raising awareness of all people engaged in work activities that fall within the corporate purpose, to reduce or eliminate the risk conditions for operators, to promote the social sustainability of safety in the working environment and in the families of stakeholders and contribute to social betterment in the broadest sense of the term.

For this purpose, the ISMEC SRL adheres to and undertakes to respect and enforce, within its work environment and throughout the supply chain, the laws in force governing the requirements of the SA 8000 standard.

In terms of continuous improvement, this policy will be subject to review as part of the annual review by the Management and whenever changes in the business context are subject to variations.

The same will be disclosed within the company by means of display on the internal notice board.

The Quality and Safety Policy will also be made available to the public in all forms deemed appropriate in order to reach all stakeholders significant to the purpose of its implementation.

ISMEC srl invites all employees, suppliers and external collaborators to contribute to the achievement of the objectives defined in accordance with the principles indicated in this Policy.

Approval Date            10 March 2021

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