

INTEGRATED MANAGEMENT SYSTEM POLICY

The organization is fully aware that a responsible economic strategy, aimed at environmental, quality and safety issues deriving from its activities, turns out to be its own success and the satisfaction of its customers in the identified context.

Silfas srl, working towards the Integrated Quality - Environment - Safety System according to the reference standards **UNI EN ISO 9001:2015 – UNI EN ISO 14001:2015 – UNI EN ISO 45001:2018** intends to converge and concentrate its energies, professionalism, technological innovation for better to propose itself as a qualified company, recognizing that its know-how and its employees/collaborators constitute the true corporate assets

The Management therefore defines the Integrated Policy and undertakes within the scope of its Management System on the following topics:

- Promote full **customer satisfaction**;
- Provide products that always meet the applicable mandatory requirements and those deemed necessary by the organization, improving customer satisfaction;
- Comply with the legislative prescriptions and regulatory requirements applicable to the products/services offered, to the means of production and to the corporate structures, which are mandatory with regard to the quality of the product/service, environmental protection and the protection of workers' health and safety;
- Assess the significance of the environmental aspects and impacts and the risks for the health and safety of workers and implement the results in management practice and in the definition phase of company development plans;
- Prevent pollution in all its forms, by adopting appropriate and effective management measures and available and accessible plant engineering solutions;
- Engage in the prevention of accidents and occupational diseases by better managing the health and safety risks present during the production process also through the provision of specific training to workers

The Management of **Silfas S.r.l.** believes that the responsibility for managing the integrated system concerns the entire company organization, each for their own competences. The commitment is to consider our Policy and the results obtained as an integral part of company management and as a point of reference for identifying the objectives and targets to be achieved on the basis of which to plan specific improvement actions/programmes. Therefore all workers should try to pursue these objectives:

As far as **Quality** is concerned, the company's commitment is aimed at optimizing direct and indirect activities to guarantee customers reliability and quality in compliance with the specific requests, mandatory requirements, needs and expectations of customers, in particular by aiming to:

- Customer loyalty (Constantly increasing its level of competitiveness and profitability; to market trends and quickly proposing innovative solutions; focusing attention on innovation and partnerships and monitoring customer satisfaction).
- Loyalty suppliers and monitor their performance
- Reduce non-conformities, complaints, delays

For the **Environment**, the company's commitment is to protect it by taking into account the Community environmental policy guidelines, researching available and economically compatible technologies and methodologies, following the most effective management practices and aiming at continuous improvement of efficiency and the environmental energy balance especially operating for:

- Achieve energy savings where possible.
- Reduce the waste produced and, where possible, the packaging component both internally and by the supplier.
- Reduce related effects both within society and in the surrounding environment.
- Comply with mandatory and reference regulations.
- Transparently communicate its environmental performance to the local community and customers to obtain and consolidate the trust of interested third parties

As far as **Health and Safety in the workplace** is concerned, the commitment is to pay close attention to compliance with current regulations, making sure that:



- Each operator is motivated to develop their professional skills, the responsibilities of the role as well as the commitment to compliance with the prevention and protection procedures obtained through the dissemination of the culture of safety and awareness of this culture.
- There is the guarantee of adequate resources to finance education, information and training
- The levels of safety and health are constantly monitored and that the ergonomic aspects of the workplace and the psychophysical well-being of the workers are always of a high quality.
- Appropriate procedures are adopted and maintained to manage any emergencies in order to limit the consequent damages as far as possible;
- Performances are monitored and reviewed, undertaking improvement actions where necessary

The Management of Silfas S.r.l. undertakes to provide all the financial, human, technical and infrastructural resources necessary to achieve the set objectives. These resources, where missing or improvable, are defined and quantified annually during the Management Review.

Rivara, date 08/02/2023

The Management

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