



"QUALITY AND SAFETY" POLICY

The Company, in order to continue to be competitive, strengthen its presence on the market, satisfy the customer better, to pursue its development objectives and to guarantee its employees always better and safety-oriented working conditions, intends to maintain and improve their own level of quality and improve, both from a procedural and equipment point of view, their approach to worker safety.

To this end, it intends to pursue the following strategic lines, which are the basis of its Integrated Quality and Safety Policy::

- ❖ **Customer satisfaction;**
- ❖ **compliance with current regulations;**
- ❖ **problem prevention;**
- ❖ **continuous improvement of processes;**
- ❖ **management and control of aspects related to health and safety in the workplace;**
- ❖ **technical-economic possibilities;**
- ❖ **planning of health and safety interventions.**

The Management confirms its commitment to providing the resources, organization, training and support to achieve the above objectives.

All Collaborators will be required to collaborate as much as possible for the correct functioning of the Integrated Quality and Safety Management System, for continuous improvement and for the prevention of problems.

Empoli, July 2023

Signature

BUSINESS GOALS

The strategic objectives illustrated in the previous point materialize in the following operational objectives:

❖ **for customer satisfaction:**

- ☞ compliance with the specifications
- ☞ puntualità nelle consegne dei servizi
- ☞ improvement of the customer satisfaction index

❖ **for compliance with current regulations:**

compliance with the legislation aimed at protecting the safety and health of workers and, to facilitate the achievement of this objective, maintaining an effective and effectively implemented Safety Management System (SGS) by making available the necessary human and instrumental resources

❖ **for the prevention of problems and for the improvement of processes:**

- ☞ ensure that the OHSMS involves the entire company organization, from the Employer to the individual Worker, according to their duties and skills; to this end, workers will be made aware and trained to carry out their duties safely and to assume their responsibilities in this regard
- ☞ plan activities, especially as regards the workshop and installation activities on site, through the preventive definition of general and specific safety plans
- ☞ reduction of non-conformities
- ☞ zero complaints
- ☞ identify in advance the company activities with significant impacts on health and safety
- ☞ cost reduction of "non-quality"
- ☞ optimization of the effectiveness indexes of operational processes.

❖ **for communication, consultation and transparency towards employees and all stakeholders:**

- ☞ commitment to periodically communicate the objectives and programs related to health and safety issues to all employees
- ☞ continuously consult their workers and, in particular, their representative (RLS)
- ☞ favor the continuous improvement of safety and prevention, also through forms of personnel incentives in the event of the achievement of company objectives

❖ **for the management and control of health and safety aspects**

- ☞ periodically and systematically check its activities, also using the injury indices, to understand which are the most critical issues related to worker safety and to highlight any gaps in the risk assessment report
 - ☞ periodically review the security policy and the SGS implemented
- carefully follow the interdependencies between the production activities belonging to the company and those belonging to other production components present in our work areas. competence, also by activating and participating in appropriate coordination meetings

❖ for the technical-economic possibilities

achieve continuous improvement of its performance with the use of the best technologies available, as long as they are appropriate and economically applicable

❖ for programming and security

- ☞ define the safety improvement objectives for the management of significant aspects and activities
- ☞ foster and consolidate the culture of health and safety through the continuous improvement of safe behaviors in line with the good practices and principles of the BBS, revised and simplified, to make it compatible with our reality as an SME

This commitment to the health and safety of its workers takes the form of the following actions:

- Identify the activities that can generate possible situations of risk for the workers of our Company, or for anyone who is carrying out work activities in the areas of our competence (eg maintenance technicians, service providers, etc ..) and plan their treatment prevention to reduce the likelihood of injuries and / or accidents.
- Periodically communicate to all its employees its objectives and programs related to health and safety in the workplace.
- Consultation of personnel, in particular the Workers' Safety Representative, both in the drafting and revision of the Risk Analysis and Assessment Document, and in the System implementation phase, in order to make all company levels protagonists of life corporate.
- Carrying out of short and systematic personalized awareness and alert meetings "ad personam, ad hoc, here and now" on the specific risks present in the works about to be started, with indication of the precautions to be taken and the actions to avoid.
- Carrying out of short and systematic specific training meetings on the safe use of the equipment in use by each worker or homogeneous group of workers.
- Timely recording of checks and preventive maintenance to be carried out on equipment, which can, with their use and consequent deterioration, be a source of safety risks.

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