

# Quality Policy

**Pozzi Arosio's** General Management is aware of the importance of continuous improvement, for the company's development of the quality of its product and service offered to Customers.

In order to do so, it has chosen to follow the principles of the reference standard UNI EN ISO 9001:2015 and to implement them through the Quality Policy and through this Quality Management Manual, as tools for the governance of its Organization.

Based on this belief, the General Management defines the Quality Policy and actively works in drafting improvement programs, setting goals and allocating the necessary human and material resources.

The objectives and methods defined are listed below.

- Maintain and improve the application of its "Quality Management System" in accordance with the UNI EN ISO 9001:2015 standard
- Plan its QMS by systematically implementing the criteria defined in its PG15 procedure of "Understanding and Determining Context Factors" for systematically monitoring and reviewing the most important and critical internal and external factors for its purposes, as well as the needs and expectations of its stakeholders. Analyze and identify accordingly the risks and opportunities that need to be addressed to:
  - a) ensure that the QMS is capable of achieving the intended objectives
  - b) prevent, or limit as much as possible, negative effects
  - c) increase the desired effects
  - d) achieve the improvement
- Improve its organization to provide products and services that meet customers' demands in terms of quality, price and punctuality:
  - a. ensure the management of inventories of both a voluntary nature and at the explicit request of customers
  - b. through accurate periodic monitoring of the progress of customer orders whose needs are shared by company staff and suppliers
- Improve the quality of service provided by actively cooperating with customers:
  - a. implement timely consideration of their reports so that they are handled and resolved by the appropriate internal and external personnel
  - b. dedicating qualified internal resources to manage the requested technical, commercial and certification documentation
- Give due consideration to any activities necessary to increase the level of environmental protection in the interests of its employees, customers, suppliers and the community, in full compliance with its own good practice criteria and legal regulations
- To consciously and systematically manage the occupational safety-related requirements of DL81/2008. Accordingly, update and increase, through training and information, the preparation and awareness of personnel  
To share with customers and guests in the company the criteria adopted for safety at work
- Provide products and services in full compliance with applicable Laws, EU Directives and regulations to protect the environment and the safety of its staff and users



- Strengthen the collaborative relationship with their suppliers:
  - a. by constantly monitoring their performance so that they increase their level of reliability, punctuality and economic competitiveness
  - b. providing them with detailed instructions, through purchase orders, to ensure the conformity of the purchased goods and services while preventing potential nonconformities
  - c. ensuring that they operate in compliance with rules to protect their workers such as gender equality and child labor protection
  - d. consolidating the partnership by giving preference to companies that adopt sustainable practices
- Continuing to identify and manage non-conformities by planning and implementing appropriate controls on the production process and purchased products.  
Implementing corrective and preventive actions identified by the non-conformity analysis
- Implement preventive maintenance programs for infrastructure, machinery, production equipment, and IT infrastructure in order to prevent any potential disruption
- Implement the principles of the "Sustainability Report" by pursuing the following main objectives:
  - a) obtain internal benefits, for a better working environment, better organization and process management
  - b) obtain external benefits, such as increased transparency and accountability for its stakeholders
  - c) achieve systemic benefits through the involvement of other companies in the goals of sustainable consciousness growth by creating value in the local area and, consequently, greater benefits for all those who operate there.
- Reduce environmental and climate change impacts.
  - a) protecting the environment and the community by preventing pollution and environmental damage, both resulting from the production process and from the use of the energy required for the production process itself
  - b) mitigating climate change by using renewable energy resources and sustainable technologies
  - c) implementing an energy management system designed to reduce consumption and increase efficiency including through optimizing infrastructure, production processes and investing in more efficient machinery.

Arosio, 17th June 2024

The Direction: Walter Pozzi

