

Quality Policy

Saip'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 considering the most important external and internal factors critical to its purpose, as well as the needs and expectations of 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) Identifying more accurately the geographic, sectoral origin of the requests coming from Internet in order to make **Saip's** commercial activities more successful
 - b) Making use of qualified and competent external personnel to ensure full compliance of machineries and plants with the main relevant EU Directives, also for the purpose of increasing the competence of **Saip** personnel
- Improving communications with its customers so that they are:
 - a) Clear, simple and comprehensive, phrased in terms understandable by the interlocutors
 - b) such that they do not constitute elusive or in any way unfair practices
 - c) Sufficiently detailed and analytical so as not to overlook relevant elements, for the client's decision
- Improve service quality by actively cooperating with customers in choosing the right product to meet their needs through:
 - a) dedicated investment in the continuous updating of technical and commercial documentation
 - b) the timely review of all reports from customers and by activating the relevant functions through noncompliance management
- Timely update all documents related to occupational safety required by DL81/2008. Accordingly implement, through training and information, adequate preparation and professionalism of personnel in compliance with current health and safety regulations. To share with customers and guests in the company, through displayed communications and appropriate notices, the criteria adopted by **Saip** for safety at work

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- Ensure the proper management of documented information concerning the privacy in accordance with Dir. 2016/679/EU - GDPR.
Accordingly plan and implement specific training and information activities, towards all stakeholders, internal and external to the organization.
- Ensure the compliance of its products and services with National and International Technical Standards and Community Directives through its commercial evaluation and design processes. All this to protect the environment, the safety of its Personnel and customers.
- Consolidate partnerships with its suppliers and subcontractors:
 - a) Constantly monitoring their performance so that they are reliable, on-time delivery and cost competitive
 - b) Providing them with detailed instructions in order to ensure compliance of purchased goods and services and, at the same time, prevent potential non-compliance
 - c) Ensuring that they operate in compliance with the rules for the protection of their workers such as gender equality and child labor protection
 - d) Consolidating the partnership by giving preference to companies that adopt sustainable practices
- Systematically managing non-conformities, including complaints and reports from customers, taking actions for their control and correction. Implementing corrective actions identified by the analysis of non-conformities
- Implement preventive maintenance programs for infrastructure, machineries, production equipments and IT infrastructures in order to prevent any potential disruption
- To implement the principles of the "Sustainability Report" by pursuing the following main objectives:
 - a) Achieve internal benefits, for a better working environment, better organization and process management
 - b) Gain external benefits, such as increased transparency and reliability 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, as a result, 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 by optimizing infrastructure, production processes and investing in more efficient machineries.

Romanò d'Inverigo, 29th of May 2024

The Direction: Walter Pozzi

