



INTEGRATED POLICY ENVIRONMENT QUALITY

Rev. 1 del
07.01.2021

The quality and environmental policy of **SILFA SRL**, developed in the context of the Integrated Management System, is as follows:

- To offer products and services that meet the qualitative needs of our customers;
- To dedicate our capabilities and resources to quality, the environment, and safety, to customer satisfaction, and to the continuous improvement and updating of production and business management techniques and methodologies;
- To develop a credible production reality in the surrounding area, both nationally and internationally;
- To believe in the professionalism of the people working in our company and to respect them;
- To believe in the qualitative validity of the products we offer;
- To believe in the collaborative relationship with our suppliers, who fully represent a partner of our company;
- To promote the awareness of our collaborators regarding compliance with current regulations, especially those aimed at environmental protection and the prevention and protection of workers' health and safety;
- To always strive to work according to principles of ethics and integrity;
- To reduce risks and issues related to the environment and safety in the workplace connected to the activities;
- To rationalize the consumption of natural resources (energy, water, gas, fuel) through more efficient use and continuous monitoring;
- To disseminate correct and complete knowledge of the practices to adopt regarding environmental protection and health and safety in the workplace;
- To organize work by coordinating the various company roles, which is fundamental to our success;
- To involve and consult workers as a resource and added value for the continuous improvement of the company.

SILFA SRL has always been oriented towards the quality of the services offered through a careful selection policy of purchased materials, investment in equipment capable of offering a product characterized by the highest levels of reliability, resource management, and directing the corporate structure towards satisfying customer needs.

The primary goal of the company is to refine its ability to respond to market and customer demands both in terms of technical competence and reliability, ensuring that the service offered meets the requested requirements and is supported by the values of competence and professionalism. In this perspective, an integrated quality and environmental management system serves as a guide for the company management in organizing and managing processes.

To achieve the described objectives, the company management renews its commitment:

- To define, on an annual basis, specific and measurable objectives for each critical business process to ensure service quality and to communicate them to all involved parties through specific training;
- To provide all necessary human, economic, technical, and logistical resources to achieve the defined objectives;
- To establish, activate, and maintain an effective Integrated Management System as a tool for optimizing and continuously improving the quality, environmental impact, and health and safety in the workplace;
- To systematically monitor the activities carried out and the results obtained to verify their effectiveness and highlight deficiencies.