

In line with its corporate philosophy based on the ability to continuously adapt to market needs, **Metalleghe S.p.A** has decided to comply with the requirements of UNI EN ISO 9001:2015, UNI EN ISO 14001:2015 and UNI ISO 45001:2018 standards to identify and meet the needs expected from its customers and relevant stakeholders, to obtain competitive advantages and to achieve, maintain and improve performance and organisational skills, as well as to prevent accidents and injuries.

The following Integrated Management System Policy therefore came about as a PR commitment, and through the work of all personnel, to obtain and maintain certification of UNI EN ISO 9001:2015, UNI EN ISO 14001:2015 and UNI ISO 45001:2018 standards, which includes:

- The continuous satisfaction of the needs of its Customers and stakeholders related to the integrated management system (ref. mod. DGA-01-6)
- The continuous fulfilment of product requirements, including those of a binding nature
- Continued attention is paid to the needs of collaborators in order to establish and maintain a corporate climate to foster behavioural and professional growth
- Continuous improvement of its performance and customer satisfaction by optimising internal processes

To ensure it is understood and agreed upon, this document has been disseminated to all levels of the organisation through display on the premises and on the website to make it accessible to all stakeholders.

This policy is in addition to, and integrated with, other company policies, for example, on privacy and the code of ethics, Legislative Decree 231/01, which are also available on the company website.

On the basis of the general principles set out below, measurable objectives are defined in more detailed documents that are monitored by Management during annual reviews to continuously improve the effectiveness of the integrated management system. **Metalleghe S.p.A** defines and annually reviews quality and health and the environment and safety to ensure their appropriateness, as:

## 1. A RESPONSIBILITY TO CUSTOMERS' NEEDS, which translates into:

- Ensuring compliance with the requirements expressed (e.g. contractual, technical, quality - including mandatory -, requirements), in particular:
  - Respecting delivery times
  - Product matches the order
- Ensuring the company's sensitivity in taking on unexpressed needs, e.g:
  - Developing and optimising processes and know-how.
  - Technical-commercial assistance in all phases of the relationship
  - Technical expertise
  - Quick answers
  - Rapid problem solving
  - Knowledge of the integrated system adopted at Metalleghe Spa by sending questionnaires
- Ensuring legislative compliance, in particular with regard to health, safety and the environment

## 2. TRAINING AND RESOURCES, which constitute the basis for achieving the Integrated Management System objectives and are translated into:

- Strengthening the level of competence, professionalism, involvement and motivation of employees
- Encouraging the cultural growth of the company and the search for the causes of the problems that occur
- Bringing in and training young staff to remain competitive in the future
- Provide adequate resources (PPE, facilities, means, plants, equipment, machinery) with effective investment management
- Ensuring a high level of maintenance, safety and reliability of the vehicles
- Ensuring a favourable working environment
- Maintaining a high level of supplier performance

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**3. STRATEGY**, which is focused on:

- Achieving continuous performance improvement
- Promoting problem solving and preventive activity
- Systematically measuring performance to increase results
- Consolidating the corporate structure and dimension
- Consolidating and increasing the number of clients and understanding market needs
- Preventing and reducing accidents and injuries
- Preventing and reducing impacts on the environment
- Implementing effective accident prevention measures and containing harmful environmental consequences by adopting the best economically sustainable techniques available

**4. INVOLVEMENT OF PERSONNEL AND SUPPLIERS**, which is focused on:

- Raising awareness among both Metalleghe staff and external personnel regarding the commitments of this Policy
- Motivating staff to develop, at every level, a sense of responsibility towards quality, health, safety and the environment, including through training courses
- Educating, with particular attention to the new generations, about environmentally-friendly behaviour and attention to the correct use of natural resources

President gives H.S.E. man., Quality man. and CEO authority and means for the implementation of the Integrated System and encourages the application, improvement and development of the System itself by ensuring that the principles of quality, environment and health and safety contained in the operating procedures and practices are spread, understood and agreed upon by all employees and collaborators.

METALLEGHE S.p.A.  
Il Presidente  
(Guido Dusi)  


Flero, 31-01-2020

Guido Dusi – PR

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