



Purpose

To outline the policy for the implementation of the Management System by the Management for all responsible parties and collaborators, ensuring a single management and application criterion for customers.

Field of application

The entire company, customers, and suppliers.

Responsibility

The responsibility for the implementation of this chapter lies with the General Management.

Description

The Management Policy (Quality and Environment) encompasses the duty to understand and fulfill applicable requirements. It is available in the form of documented information suitable for relevant stakeholders.

The formally expressed intentions of the management regarding the organization's orientation serve as guidance in the daily work for the involved collaborators and constitute obligations towards stakeholders.

An effective Management Policy adapted to the context must:

- Consider the changing world.
- Be promptly updated to new paradigms.
- Be modified in response to legal and non-legal requirements.

Quality and environmental management policy

The goal of SAIVER S.r.l. is customer satisfaction while fully complying with market rules through the establishment of key performance indicators of the corporate system and the continuous improvement of processes. This is demonstrated by the productive, long-term collaborative relationships maintained with all major customers, which are based on quality, reliability, and competitive pricing.

To achieve this goal, SAIVER S.r.l. adheres to the following general principles:

- Ensure an organization focused on customer needs.
- Achieve a stronger market presence through continuous quality improvement.
- Evaluate data and information received from customers and suppliers with the correct methodology to improve the service provided.
- Ensure the development and production of customer-oriented products (tailoring) in the area of standardized product research, including the possibility of product sizing by design studies and end customers.
- Involve personnel through the development of a proper training plan to achieve corporate quality goals.
- Ensure necessary quality system modifications based on changes in legal and regulatory situations and technology.
- Ensure the adequacy and effectiveness of the Management System through an appropriate internal audit plan.
- Continuously monitor external and internal factors to identify strengths and weaknesses, opportunities, and threats, and take timely action with appropriate strategic projects.
- Continuously monitor stakeholders who influence various aspects of the company.
- Assess all risks that may arise and hinder the achievement of corporate goals.
- Formalize the contents expressed in the previous points to make them evident both within and outside the company.
- Focus on managing company activities based on its processes to ensure quality service to customers.

- Develop its own Environmental Management System based on ISO 14001:2015.
- Maintain the Environmental Management System over time.
- Systematically reduce energy consumption.
- Pay particular attention to environmental aspects in the design and production processes of products.
- Manage waste, reducing the quantities produced and optimizing their recycling.
- Continuously promote the environmental awareness of its employees, contractors, and suppliers.
- Maintain liquid effluents and air emissions in the condition of minimal pollution.
- Continuously address the environmental impact of the company by using the best available technology that is economically possible.
- Define achievable objectives and targets and pursue their achievement through continuous improvement.

The managers of SAIVER S.r.l. are aware of the statements in the quality policy, share its objectives, and are committed to their achievement.

Interpretation of management policy

What is stated in the previous paragraph is an expression of the direction taken by the general management and its collaborators. This is intended to make customers and suppliers of the company understand the desire to meet their needs, promote collaboration, and motivate all parties involved, ensuring better performance in relation to corporate goals.

This commitment, therefore, becomes an unalterable obligation because SAIVER S.r.l. aims to provide its customers with:

- **Professionalism**, understood as seriousness, punctuality, technical assistance, and staff qualifications.
- **Innovation**, seen as greater attention to technological developments and customer needs, offering appropriate solutions for “continuous improvement.”
- **Reliability**, meaning ensuring products and performance over time and strengthening customer-supplier relationships.
- **Competitiveness**, i.e., the ability to provide products and services at attractive prices for customers but suitable for SAIVER S.r.l., which must have profits to support the investments required to achieve the above statements.

Commitment to the environment

The activity carried out by SAIVER S.r.l. is also closely related to the need for environmental protection, given the types of materials handled, processes performed, and mandatory regulations to which it must adhere.

Given these premises, the company commits to:

- Comply with all legal requirements related to the environment and safety.
- Reasonably and constantly improve its environmental efficiency and the safety conditions of its operators, as well as of all involved stakeholders.
- Involve stakeholders, including customers, suppliers, the public, and authorities regarding all aspects related to the environment and safety through control on internal and external communication.
- Continuously improve pollution prevention and prevention of accidents which might cause pollution or pose a risk to the population.
- Periodically analyze all flows of materials and energy that may be relevant to the environment as a basis for continuous improvement.
- Raise awareness among employees about environmental and safety issues to stimulate responsible behavior.
- Save resources.
- Continuously reduce the environmental impact of SAIVER S.r.l. and use the best technically and economically feasible standards.