

QUALITY AND ENVIRONMENT POLICY

Revision dated September 30, 2019

Promox SpA intends to promote and develop continuous improvement of the results in the field of Safety, Quality and the Environment which it considers strategic in the context of its activities and intends to pursue its development in a sustainable way by operating, as regards the Quality of products and services, in line with the following corporate principles:

Quality of products and services

We want to offer our customers products that strictly meet their requirements and agreed specifications, a reliable and punctual service, willingness to design and modify products with them according to their needs, attention to understanding and developing their needs, expressed and implicit, of service, identifying and eliminating with constancy and determination all the possible sources of non-compliance in order to increase their satisfaction.

The Management's commitment to adopting an Integrated Quality Management System (compliant with the UNI EN ISO 9001:2015 standard) and Environment (compliant with the UNI EN ISO 14001:2015 standard), which guarantees the prevention of pollution and meets the requirements of customers and relevant interested parties, seeking continuous improvement of its environmental performance and customer satisfaction, in the most scrupulous compliance with the obligations imposed by environmental legislation and other requirements subscribed by the organization.

Management commitments

The Management of Promox SpA intends to devote its efforts to ensure that:

- ❑ operate in the reference context for the identification and mitigation of risks related to the activity;
- ❑ apply the logic of risk based thinking in process management;
- ❑ periodically analyze the environmental aspects connected to the activities carried out, evaluating the relative impacts taking into account the context of the ecosystem and the requests from the interested parties;
- ❑ identify, analyze customer requirements in order to be able to offer services that meet expectations;
- ❑ define objectives and goals for improvement and implement the related programs, also through the empowerment and training of all personnel involved;
- ❑ ensure effective surveillance and monitoring of the activities carried out;
- ❑ adopt all plant engineering and management measures aimed at preventing and responding to emergencies;

- ❑ collaborate in information and awareness projects with the dual purpose of improving the quality and efficiency of the service provided to our customers and increasing the diffusion of environmentally friendly behavior by all stakeholders;
- ❑ continuously search for new technological opportunities for waste recovery, to be developed on its own or through new suppliers to whom the waste produced can be delivered;
- ❑ improve image and reputation on the market;
- ❑ ensure stakeholder satisfaction;
- ❑ comply with explicit and implicit contractual commitments;
- ❑ take care of communication and customer assistance;
- ❑ adopt the most modern customer support techniques;
- ❑ pay maximum attention to the prevention of pollution;
- ❑ introduce a preventive assessment of the environmental impacts of new processes and any changes to be made to existing plants;
- ❑ safeguard surface and underground water resources, preventing accidental spills of dangerous substances and waste of energy and other resources;
- ❑ optimal management of the waste produced, favoring recycling and recovery where possible.

This Policy, a copy available to anyone who requests it, is distributed to all personnel and to all our partners, in order to make them aware of our commitments.

The General Management undertakes to review the Integrated Management System at least once a year in order to guarantee its effectiveness and to verify, among other things, the relevance of this Policy.

Leggiuno 30 September 2019

Promox SpA
The Chairman of the Board



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