



The Management considers customer satisfaction, environmental protection and safety in the workplace as fundamental elements for the development of its business with a view to continuously improving company performance.

**To this end, the Management ensures:**

- the **continuous improvement** of the products/services offered especially through the resolution of non-conformities and customer complaints;
- **increasing the involvement, awareness and competence** of employees at all levels in conducting quality and environmental activities by defining tasks and responsibilities within the company;
- full **compliance** with the legislation and regulations applicable to the company;
- **the commitment** to eliminate hazards and reduce OSH risks;
- **the commitment** to continuous improvement of the SSL system;
- **commitment** to the consultation and participation of workers and workers' representatives;
- maintaining **ISO 9001-14001-45001** certifications.

**To achieve these results, the Management undertakes to:**

- **introduce** a documented SGQAS and defined tasks and responsibilities within the company;
- **support and disseminate** (through appropriate forms) this Policy at every corporate level and to review it annually;
- **improve** business activities;
- **provide** adequate health and safety conditions at work to prevent work-related injuries and illnesses work, in relation to the specific nature of the company's OSH risks and OSH opportunities;
- **listen to** the voice of customers to clearly understand their needs by providing them with continuous assistance and collaboration, guaranteeing them continuous hospitality;
- **make available** all the resources necessary to achieve specific quality, environmental and safety objectives for the continuous improvement of performance and the level of safety in the workplace;
- **express** company objectives and targets in a quantitative manner, constantly evaluating the progress of activities and verifying the degree of achievement;
- **develop**, where possible, collaborative activities, suppliers/customers and all other interested parties, in order to ensure a harmonious integration of their activities;
- **determine and monitor** the impacts of activities on the environment, in order to reduce to a minimum the consumption of energy, waste of resources, substances and materials used, emissions into the atmosphere, water discharges, noise produced, impacts on the ecosystem and any other effect on the components of the internal and external environment of the structure;
- **ensure** that purchased materials and services comply with adequate environmental and safety standards and adopt all technological and plant solutions that are economically compatible with the company reality for the protection of the environment and safety in the workplace;
- **improved** internal satisfaction of employees and key stakeholders;
- periodically **review** the SGQAS and related improvement projects, objectives and targets;
- **involve** interested parties (employees, collaborators, representatives of the local community, environmental organisations, local administration, etc.) in communication activities, defined from time to time for the purpose of raising awareness of their Management System externally and making themselves available for eco-sustainable and accident protection suggestions.

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