



Quality and Environmental Policy

For a business conduct that complies with the UNI EN ISO 9001 and UNI EN ISO 14001 standards, the SMAT NORD Management considers it of fundamental importance to adopt and follow a Company Management System (CMS) which integrates both Quality and the Environment. This establishes goals and targets, including environmental ones, that are integrated with the processes operational management.

The primary objectives of SMAT NORD's CMS are:

- Customer satisfaction, in compliance with regulations and professional ethics through a correct assessment and definition of the Customer's actual requirements, both explicit and implicit;
- the ongoing improvement of its products and services through a constant review of the requirements to be met and of the achieved results. The company commits itself to do its utmost in terms of organization, operational activities and technology, choosing solutions and technological processes that minimize consumption of raw materials and energy resources;
- efficiency in manufacturing and delivery of services, both for in-house departments and for Suppliers, which focuses not only on competitiveness and business profitability, but also on the optimal use of raw materials and the reduction of waste production, recycling it when possible;
- the continued compliance of the company's activities with the specific laws in force, taking into consideration all the new national and European regulations that are constantly evolving also from an environmental standpoint.

To achieve its objectives, SMAT NORD encourages the following:

- an ongoing involvement of its employees to guarantee a conscious participation, also through constant updating in light of the technical progress and new regulations, including those in the environmental field;
- full involvement of Suppliers concerning technical progress and the environmental aspects associated with the company's activities;
- the monitoring of the performance of the company's aims and objectives during Management Review;
- the allocation of the necessary resources to plan and implement improvement actions and to achieve the company's objectives;
- monitoring the environmental impact associated with those activities over which the company has direct or indirect control.

SMAT NORD Management has drawn up, documented and distributed their Quality and Environmental Policy through the preparation of the CMS Manual, ensuring that it is understood, implemented and followed by all levels of the organization.

The Quality Policy is re-examined and, when necessary, updated as part of Management Review.

SMAT NORD CEO

Almese, 29/08/2018