



Quality and Environment Policy

Stafer S.p.A. is committed on a daily basis to contributing to social and economic development in respect of the environment and man. The prevention and protection of the environment and the search for continuous improvement are at the base of our activities and inspire our development programmes guiding us in the choice of future investments, thanks to a working method based on high quality standards that involve our entire business processes. In order to succeed in this commitment, since 2005 we have implemented an Environmental Management System consistent with our company context and in compliance with ISO 14001:2015, to which a Quality Management System has been added since 2012.

Since 2020 our company has harmonised the existing systems by applying an integrated Quality and Environment Management System, in order to promote, develop and support the following principles:

Customer service: We aim to keep high the level of satisfaction of interested parties, in particular customers and partners, at all times; through active listening and analysis of requirements, we try to offer an increasingly efficient service. We analyse the causes of complaints and try to give prompt feedback; we manage returns and repairs effectively, constantly improving pre- and after-sales assistance and technical support services.

Quality: we define and constantly review the improvement objectives for all company functions on the basis of the measurements we carry out and considering Risks and Opportunities. Regarding our products, we guarantee high production quality standards, through constant monitoring of materials both in the incoming goods phase and during all phases of the process.

Reliability: meeting customer requirements and delivery times are at the base of our daily commitment.

Social responsibility: we aim to work from a mutual benefit perspective with our suppliers, reduce environmental impact in internal production processes, innovate products with a view to saving energy and create a favourable climate among employees, partners, subcontractors and our territory.

Supplier selection: we evaluate our suppliers on the basis of loyalty relationships, the application of a management system, product conformity and compliance with the timing of the purchase order. We are committed to raising the awareness of the various suppliers involved in our Company's activities, so that they apply the same quality and environmental standards established by our Policy.

Communication: we aim to stimulate an open dialogue with public administrations, the external community, our Customers and Suppliers, and all stakeholders involved in order to make them understand our environmental concerns, our quality systems and our improvement programmes. We publicise our company's quality and environmental policy through our website in order to make our commitment public.

Staff training and awareness-raising: We promote the involvement of everyone in achieving the objectives, through active participation in meetings and by scheduling a precise and appropriate training plan aimed at developing the technical skills of the staff.

Reducing environmental impacts: we monitor and measure the environmental aspects of our activities to reduce their environmental impact and prevent possible forms of environmental pollution. We are constantly and precisely committed to the management and selective sorting of waste.

Compliance with regulations: we apply, periodically assess and comply with the regulations in force, with particular attention to quality and environmental protection standards.

Safety at work: we have always placed safety at the centre of our attention, through careful analysis and constant control of risk factors.

The Company's Management is committed to annually reviewing the "Quality and Environmental Policy" and to ensuring, compatibly with the economic and financial standing, that all resources in terms of production means, personnel and investments are made available to meet the above-mentioned principles.

The content of the environmental policy is publicised to all plant personnel and is made available to the public for consultation.

*Managing Director
Jhonny Asirelli*