

Quality and Environmental Policy
(Enclosure "A" of the Quality Manual)

From: the General Management

**To: the internal personnel
customers
business partners**

Goals and Commitments to Quality and the Environment

By introducing the Management System for Quality in accordance with the regulation UNI EN ISO 9001:2015, the General Management of Elettra srl set as its main target the fulfilment of the Customer's expectations and needs through strategic actions aiming at:

- **keeping the spotlight on the market allowing the Company to suggest up-to-date and innovative solutions;**
- **providing the Customer with a valid technical and trading support choosing the most suitable solutions;**
- **designing our systems in order to achieve the best reliability and value for money;**
- **offering more and more efficient services to ensure perfect function and maximizing performance of the existing devices;**
- **improving the organization of the internal processes reducing the occurrence of hitches and possible mistakes;**
- **making deliveries within the time limit agreed with the Customer;**
- **taking remedial and preventive actions in non-conformity cases;**
- **training, motivating and updating the employees to assure their continuous professional growth and to promote their interchangeability while fulfilling organisational tasks;**
- **assuring safety in the workplace;**
- **guaranteeing respect for the environment and pollution prevention**

in full compliance with the Laws in force and according to the terms of the contract.

In order to realize this plan the General Management committed itself to:

- **implementing by its own in an exemplary manner the rules established by the documents of the Management System for Quality;**
- **promoting a risk based thinking in order to identify the surroundings, the interested parties and the risk factors that could lead to deviations against the processes established on the standards of ISO 9001/2015 and introducing preventive checks in order to achieve improved results and prevent negative effects;**
- **involving the staff and the business partners in the risk assessment documents and their successful implementation;**
- **bringing this policy into effect defining suitable indicators which can involve each internal task;**
- **evaluating the efficacy of the Management System by analysing the results of the internal audits and monitoring the established indicators;**
- **making the necessary resources available to reach the goals;**
- **carrying out periodical reviews to define the improvement actions;**
- **making all the personnel aware of how important the respect of the safety rules is for the individual and common safeguard and for the environmental preservation.**

To bring the goals plan into effect and to turn it into measurable indicators matching with each task, it is essential that every single employee manages to apply these concepts and to feel involved in the Improvement Plan.

Date September 29st 2017

The General Management

