



QUALITY AND OCCUPATIONAL HEALTH AND SAFETY POLICY

Italvacuum's constant goal is to strengthen its leadership in designing and manufacturing processing equipment and machinery for the chemical and pharmaceutical industries.

One of the keys to achieving this goal, and to keeping pace with a fast-changing and highly competitive market, is a well-formulated quality policy.

The Italvacuum quality policy builds on one basic principle: **full customer satisfaction**, ensured by systematically implementing a UNI EN ISO 9001:2008-compliant quality management system which pursues **continual improvement** of all Italvacuum products.

This calls for customer-perceived improvements in:

- QUALITY
- SERVICE
- PRICE

IMPROVING QUALITY means, first and foremost, rationalizing the commitment of everyone who works at the company. And that in turn means that everyone involved with the product must know exactly how they can contribute to improving quality, and do everything in their power to ensure that this is achieved. The Italvacuum quality management system described in this manual is thus a tool for documenting the company's best practices and clarifying the duties and responsibilities assigned to every single member of the workforce.

IMPROVING SERVICE means providing customers with full cooperation, fast response and proven expertise in each customer's own area of business. It also means improving service to the "internal customer", or in other words, making sure that everyone in the company who uses the results of others' work is in the best possible position to do their own, by fostering a sense of accountability and constructive collaboration.

IMPROVING PRICE means reducing the costs of "non-quality" in every stage of manufacturing: all of the costs, whether direct or indirect, hidden or obvious, that increase the overall cost of the product and must thus be eliminated.

Reaching the company's goals calls for introducing and maintaining the following tools:

- A process-oriented approach to developing, implementing and improving the effectiveness of the quality management system in order to increase customer satisfaction. In particular, the targets to be reached and the processes required in each period, and the resulting improvement plans, are established during management reviews with input from development supervisors and function chiefs.
- Process actuation.
- Process, product and customer satisfaction monitoring and measurement.
- Analysis of results and introduction of measures to promote continual improvement.
- Quality training for corporate personnel (information, involvement, education).

- A supplier assessment system, as a part of encouraging major suppliers to adopt quality management system criteria.

In addition, corporate management is committed to pursuing goals for improving occupational health and safety as an integral part of its work and as a strategic contribution to the company's more general aims as stated above.

Management is determined to provide the human, instrumental and economic resources needed to ensure that:

1. Safety issues are regarded as essential in planning new activities or reviewing existing ones,
2. All workers are trained, informed and aware of the importance of performing their work safely and assuming responsibility for occupational health and safety,
3. Everyone in the entire corporate organization (managers, supervisors, systems specialists, purchasing and maintenance services, operatives, etc.) participates in accordance with their job responsibilities in reaching assigned safety goals, thus ensuring that:
 - All machines, systems and equipment, workplaces, working methods and organizational aspects are designed in such a way as to safeguard employees' health, company property, users, and the community in which the company does business,
 - All workers are informed of risks and hazards at the company, and are provided with appropriate training that is tailored to their specific duties and updated whenever changes occur,
 - All issues arising during work are addressed rapidly, effectively and diligently,
 - Cooperation is promoted between company resources, trade associations and the outside agencies dealing with health and safety,
 - All current legislation and regulations are respected, appropriate procedures are formulated, and all operations are conducted in compliance with corporate standards,
 - The need to prevent accidents, injury and occupational diseases is borne in mind during all stages of work, from design to system operation and maintenance, including the operations involved in cleaning workplaces, machinery and equipment.