



QUALITY MANAGEMENT SYSTEM POLICY

USTEC S.r.l aims for Customer satisfaction by supplying products that meet their expectations and considers its integrated management system an important tool for improving the processes that govern the exchange of information with the Customer. The General Management, through this document, also expresses its commitment to the continuous improvement in all areas of its quality management system and its performance, the prevention of pollution and injuries or occupational illnesses for its workers and collaborators, as well as the protection of the environment.

Customer satisfaction is placed at the centre of the company's interests, together with the respect and care of its employees, collaborators and the environment.

The Management considers its commitment as strategy in order to internally develop:

1. the proactive participation of all personnel in compliance with the requirements/directions specified in the integrated management system;
2. a clear definition of the job profiles/roles and responsibilities assigned to the personnel responsible for the execution of the activities and the provision of adequate resources for the pursuit of continuous improvement;
3. the constant updating and improvement of company processes/activities;
4. the monitoring, measurement of data and results achieved.

In order to enable the above, the General Management:

- implements and maintains its management system in compliance with the requirements of the UNI EN ISO 3834-2: 2016 standards;
- aims to achieve certification of its quality system according to the UNI EN ISO 9001:2015 standard;
- commits to comply with the applicable legal requirements and other requirements that the organization undersigns;
- intends to integrate the current management system in compliance with the requirements of the UNI EN ISO 14001: 2015 and UNI EN ISO 45001:2018 standards, with the objective of achieving certification by the end of 2026;
- follows the customer with dedication, with the aim of satisfying not only the requirements expressed by it, but also its expectations through constant dialogue;
- invests all the necessary resources to ensure that the company is recognized by the Customer as one of the leading exponents of the sector in terms of technical competence, product customization, reliability, responsiveness and flexibility;
- works to ensure sustainable, organised and structured growth of its company, without harming the environment and expanding its range of products as well as its market share even outside European borders, without forgetting the continuous valorisation of its staff and the territory;
- inform staff about the results achieved, changes in the management system and opportunities for improvement

The Management undertakes to make this Quality Policy understood, implemented and supported at all levels of the company.

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