



Quality, Environment and Safety Policy

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

Since 2022, the company has harmonized its Quality, Environment and Safety Management Systems in order to promote, develop and support the following principles:

Customer Service: We aim to maintain a consistently high level of stakeholder satisfaction, particularly with customers and partners; through active listening and examination of requests, we seek to offer an increasingly efficient service. We analyze the causes of complaints and try to reply promptly; we effectively manage returns and repairs, constantly improving pre-/after-sales and technical support services.

Quality: we define and constantly review improvement targets for all company functions on the basis of measurements and considering Risks and Opportunities. We guarantee high quality standards for our products through constant monitoring of materials both in acceptance and throughout the process.

Reliability: meeting customer requirements and lead time is the basis of our daily commitment.

Social responsibility: We aim to work for mutual benefit with our suppliers, to reduce the environmental impact of our internal production processes, to innovate our product with a view to saving energy and to create a favorable climate between employees, partners, contractors and the local area.

Choice of Suppliers: we evaluate our suppliers on the basis of their loyalty, the application of a management system, product conformity and compliance with order deadlines. 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 administration, the external community, our customers and suppliers, and all stakeholders involved in order to make them understand our environmental aspects, our quality systems and our improvement programs. We spread our company's policy through our website in order to make our commitment public.

Staff training and awareness-raising: We promote the involvement of everyone in the achievement of the goals, through an active participation in meetings and planning a precise and adequate 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 any possible form of environmental pollution. We are constantly and precisely committed to waste management and sorting.

Compliance with regulations: we apply, regularly assess and comply with current regulations, with particular attention to quality and environmental protection standards.

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

The Management undertakes to review the Policy annually and to ensure, consistent with the economic and financial situation, that all resources in terms of production means, personnel and investments are available to meet the above principles. The content of this document is circulated to all the staff of the establishment and is made available to the public for consulting.

Jhonny Asirelli
Chief Executive Officer