

## **COMPANY POLICY QUALITY, ENVIRONMENT AND SAFETY**

The measure of the company's success is linked to customer satisfaction and is based on the ability to understand and anticipate their needs and to offer a product that meets not only their explicit needs, but also and above all their latent needs.

However, all this cannot be achieved at the expense of the health and safety of workers, who on the contrary must be put in increasingly healthy and safe working conditions also in light of the most recent pandemic events, or the quality of the environment which must instead be protected and preserved from all forms of pollution.

In doing all this, it is essential to understand the evolution of the context in which Blutek operates and to know and meet the needs of other stakeholders in order to ensure the overall sustainability of the system and with a resilient approach.

The Company Policy therefore aims to:

- obtain maximum customer satisfaction quickly and in a sustainable way for the company also in relation to the needs of all interested parties;
- continuously improve its quality management system and environmental management and health and safety in the workplace, improving its performance in both aspects.

It is developed according to the following points:

- carry out systematic context analysis
- Correctly and comprehensively understand the needs of the Customer and other interested parties
- always consult workers and promote their participation in the design of the system
- carry out appropriate risk/opportunity analyses and manage the results with action plans also with a view to eliminating dangers and reducing risks to company sustainability, the environment and the health and safety of workers
- offer customers qualified, guaranteed products that respect the promised performance
- continuously improve the quality of the products offered
- set measurable objectives, which allow you to continuously monitor and improve processes, working methods and service levels
- ensure optimal use of human resources through individual empowerment, enhancement and development of individual skills
- improve operational and economic results
- keep up to date and comply with current regulations and laws also on the environment and health and safety in the workplace.

As part of the periodic review of the quality system by the Management, specific objectives are defined and distributed to all interested parties for the continuous improvement of the system, including in terms of the environment and health and safety in the workplace.

The scope of these objectives requires the maximum support from the Management, but also the involvement and active collaboration of all collaborators, in order to continue the growth and development of the company and the people who work there.

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The Management