



COMPANY QUALITY POLICY

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The objective of ISEM's Company policy is to provide both products and services that meet the Client, workers and third parties' expectations: moreover, the objective is to increase their satisfaction as time progresses, when in line with sustainability and profitability indexes. Our commitment to meet and exceed such demands, along with the comparison with our competitors are the basis of the ongoing improvement of the company Management System.

ISEM has devised an integrated management system which is being kept active and updated. Such system follows the principles and regulations of both ISO 9001: 2015 and ISO 45001: 2018, and it is fit for the objective, size and context of the organization and the specific nature of its risks and opportunities, to:

- Maintain a comparison of provided quality vs the perception of it by our Clients;
- Reach a dynamic and responsible company structure;
- Maintain a systematic and precise evaluation of our suppliers;
- Re-examine our CMS and the processes used, as well as the results attained on a fixed period basis;
- Apply the Company Policy and reach the scheduled targets;
- Work enthusiastically to guarantee that our Client's needs are met;
- Improve products, services and our workers' condition by implementing action plans, rolling out internal audits and by constantly listening to our Clients, workers and third party's suggestions;
- Train our operators to make "Quality Productions" within a safe working environment and make sure these values become part of our daily culture;
- Analyse the company data with the Management Team;
- Analyse on a timely basis all non-conformities, identify and record all problems that affect our products and services, as well as "near misses" – evaluate all counteractions and create corrective measures based on the data analysis;
- Make sure all suppliers follow ISEM Srl's principles – this is done through audits and incoming goods check;
- Make sure working conditions follow all Health and Safety demands so that the risk of accidents and disease is minimised;
- Make sure legal demands are met (as well as all demands of various nature);
- Commit to improve the integrated Management System;
- Commit to consult workers and their representatives;

This policy:

- Is a reference point for our company's objectives;
- Is documented information and made available to all;
- Is communicated to all through billboards and is also given to all workers who need to sign the receipt of it;
- Is shared with the representative of workers' Safety;
- Is made available to all that are concerned through the publication on our company website: www.isemgroup.it.

Manager's Signature

For acknowledgement of RLS [Safety Rep]