



5.2 - QUALITY POLICY

INDUSTRIAL SERVICE SRL

The company is active in the provision of transport services for third parties and related logistics and storage/warehousing services as well as in the production and assembly of wooden furniture, intends to pursue, as a strategic goal, Quality and Safety of products and services offered by implementing a Quality Management System in compliance with UNI EN ISO 9001:2015.

Aware of the importance assumed by the application of company quality, it operates according with the technical standard mentioned above, to pursue the improvement of safety and compliance of its products and services, the company's image in the core markets and so achieve all possible internal quality improvements.

To this end, the Management shall ensure that the targets listed above are pursued through:

- **the satisfaction of the customer**, with constant monitoring of the approval for the products and/or services provided, taking into account also the possible identification of any weak points, to improve the product and/or services supplied, to ensure that the relations with the customer are increasingly based on a relationship of mutual trust;
- **the protection of health and safety at work**, promoting this to any work environments and activating appropriate measures and positive actions that allow workers to acquire awareness having safe behaviors in every places in which the company operates;
- **technological innovation**, to improve the qualitative and quantitative efficiency of production processes, increasing safety levels, protecting worker's health and minimising environmental impact;
- **respect for the ethical aspects**, being sure that child labour is not used and supported, that forced labour is not used and that discrimination based on race, religion, sex and trade union affiliation is not implemented. To this end, the appropriate Ethics code of Conduct has been drawn up;
- **the effectiveness of its management system** through the pursuit of mandatory and contractual requirements including control of every different business phase (procurement, production, marketing);
- **the efficiency of its organization**, continuously monitoring the processes so that a reduction in general costs may be possible;
- **the active involvement of staff** in the implementation of Quality and Safety policy, spreading quality targets within the company, including the safety and health of workers. It pursues the constant growth of skills, efficiency and effectiveness of its work through the definition of business processes, scheduling training activities and the possible inclusion of new resources.
- **continuous improvement of its products and/or services and of its management system**, to better meet any need of customer, through technological innovation and technical development of its resources, providing its customers with products and/or services that are better than standard ones, ensuring they comply with current laws;



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- **attention to the hygiene of their facilities**, through the constant cleaning of all areas of work and the maintenance of decorum;
- **the commercial development** of the company, applying research for highest market shares and growing its presence in the different areas of the core markets;
- **the continuous control of the suppliers and their products**, making the necessary checks to guarantee the supplied materials. This is to ensure that suppliers provide a reliable service over the time and meet delivery deadlines and target quality.

The company is aware that it must achieve the goal for Quality and Safety guarantee and this requires a constant commitment by all personnel, each for his role. This can only be achieved through a careful approach to the matters discussed so far.

The Management is committed in a process of review and updating of the principles set out both through the adaptation to the regulations issued from time to time as well as listening to and the transposition of the suggestions that come from the workers of the different departments.

Furthermore, we confirm that the company is committed to ensuring that financial and human resources are available for the pursuit of the objectives set.

The Management believes in this and is committed to spreading and promoting a Quality and Safety management system throughout the entire organization.

THE MANAGEMENT

INDUSTRIAL SERVICE SRL