

QUALITY POLICY

Considering the continuous advances in technology, the increasingly attentive and timely needs of the market, customers, organization and stakeholders, and based on the risks previously and periodically assessed in the "Context and stakeholder analysis" document, SDF VERNICIATURE Srl intends to consolidate and develop its authority in the field of **"Painting and coating in construction, resin flooring and protective treatments for masonry and concrete parts, sandblasting and painting of steel parts, including with intumescent paints and plasters to provide fire protection (R/RE/REI)-rehabilitation of masonry and concrete parts."** through continuous improvement.

To this end, management has defined the strategic objectives of its quality and environmental policy, consistent with the social purpose, context analysis and business strategies.

Therefore, the quality policy of SDF VERNICIATURE Srl focuses on:

Customer attention, which, in practice, results in:

- Conformity to the requirements (mandatory and non-mandatory);
- Product and service reliability;
- Satisfaction of the customer and all stakeholders, taking into account their needs, in order to perceive even implicit ones, assessing the related risks and opportunities and take concrete action to achieve the goal;
- Customer acquisition.

Leadership promotes a cohesive and unified workplace that enables the company to align strategies, policies, processes and resources to achieve its goals. The company

- sets clear goals for stakeholders to achieve and, as far as possible, measurable.

Training and resources are paramount for achieving Quality and Environment objectives. The training of personnel, their motivation, the availability of adequate resources (machinery, equipment for testing and inspection, materials), the selection/growth of qualified suppliers, are competitive advantages of SDF VERNICIATURE Srl. The key aspects in the training of human resources are:

- culture, (i.e., as a change of mindset open to the company's vision);
- attitude (i.e. as an approach towards Quality and in interpersonal relations);
- professionalism (as basic and specific knowledge of individual activities);
- action (as the ability to perform tasks independently).

For this reason, the company has developed a training plan based on its own objectives. The Company also wants to ensure safe working conditions in terms of occupational health and safety. In order to achieve this goal, it is constantly up-to-date with the trend of accidents at work and occupational diseases.

Strategy and Improvement

Management defines objectives for Quality, which it periodically reviews for continuous effectiveness. The objectives are accomplished through the synergy of all facets within the company, pursuing consistency between those of each area and the global ones.

It is therefore essential that there is continuous improvement to maintain its performance at a level appropriate to the expectations of its stakeholders and to be able to react both to internal and external changes, ready to take advantage of new opportunities offered by the market. To measure its performance and carry out evidence-based decision making, the Company has decided

- to review and update a risk assessment on a regular basis.

Management also encourages the implementation, improvement and development of the Quality System and works to ensure that the management principles contained in the Manual, and the rest of the Management System documentation are disseminated, understood and shared by all employees and collaborators.

Venarotta, 26th ottobre 2017

The CEO
Emidio Sciamanna