

Directors, employees and collaborators of CHEMTECH ENGINEERING S.r.l. are committed every day in pursuing corporate objectives through the application of a Management System compliant with the UNI EN ISO 9001:2015 standard and with the criteria of sustainability and corporate ethics.

The Quality Management System of CHEMTECH ENGINEERING S.r.l. is based on a risk-based thinking approach that allows the organization to determine the factors that could generate process deviations, and to implement preventive controls to minimize negative effects and make the most of opportunities offered by the market by anticipating its trends.

CHEMTECH ENGINEERING S.r.l., operates at all levels with unity of purpose and common objectives, committing itself to create the conditions so that employees and collaborators are put in the best conditions to achieve the objectives set by the Quality Management System.

All this enables to align strategies, processes and resources to achieve the objectives set by the company.

This document has been disseminated to all levels of the organization through exposure within the premises, and on the website in order to ensure its understanding by all employees, collaborators and all third parties interested in various ways to the activities and services offered by CHEMTECH ENGINEERING S.r.l.

Based on the general principles set out below, measurable objectives have been defined which are monitored during annual reviews, in order to continuously improve the effectiveness of the Quality Management System

With a view to customer orientation, CHEMTECH ENGINEERING S.r.l. has defined and implemented a market strategy aimed at identifying the needs and requirements of customers and at correctly defining and describing the relevant performance of the service offered.

The company's objectives are:

#### **CUSTOMERS' SATISFACTION**

The Management is aware that the achievement of certain results is conditioned first of all by the ability to always maintain a high level of satisfaction of the stakeholders (interested parties), in particular of its customers and partners.

#### **COMPLIANCE WITH THE REQUIREMENTS OF APPLICABLE DIRECTIVES, RULES, REGULATIONS AND LAWS**

For the correct management of the activities, it is essential that all those who work in the company consider complete compliance with all the legislative provisions relating to the activity performed as a fundamental element.

#### **THE INVOLVEMENT AND SATISFACTION OF ALL PERSONNEL**

One of the fundamental principles underlying Quality is the involvement, participation and satisfaction of all company personnel.

CHEMTECH ENGINEERING S.r.l. undertakes to disseminate the principles of quality to its personnel.

It must be clear to all those who work within CHEMTECH ENGINEERING S.r.l. that everyone performs important tasks and activities and that the work performed must be carried out in compliance with the regulatory requirements in force and with the requests submitted by the customer and that everyone must undertake to familiarize themselves with the company's Quality management system.

Fostering a work environment inspired by respect, fairness and collaboration allows for the involvement and empowerment of personnel.

## **THE CONTINUOUS IMPROVEMENT OF THE EFFECTIVENESS OF THE QUALITY MANAGEMENT SYSTEM**

Everyone must actively participate in the growth of Quality, collaborating with the Company Management in defining management procedures and engaging in the detection and prompt removal of non-compliance with the lines defined by the Quality documentation, for continuous improvement of the effectiveness of the activities carried out.

The Management ensures its commitment to provide the resources necessary for the achievement, maintenance and improvement of a good professional practice, for the quality of the products and services offered to customers; moreover, with the contribution of the Quality Management System, the Management wishes to establish a constructive mentality within the company, which allows it to proceed regularly in achieving the set objectives and to continuously improve company performance in compliance with the health and safety conditions in the workplace.

CHEMTECH ENGINEERING S.r.l. continuously reviews the Quality Policy to ensure that its people, especially employees and collaborators, fully understand its contents by committing to implement them, and stakeholders (interested parties) are always informed of the evolution of the company's reference context.

## **COMPLIANCE WITH ENVIRONMENTAL REQUIREMENTS**

CHEMTECH ENGINEERING S.r.l. is convinced that the company has precise duties towards the environment and the community and for this very reason it works to create the conditions for the whole company to adopt responsible behaviors which safeguard the integrity of the environment in all its activities, raising awareness all employees, at every level, to environmental issues. In fact, within the scope of their role, responsibilities and competences, everyone can and must contribute with their work to respecting the environment.

## **COMPLIANCE WITH HEALTH AND SAFETY REQUIREMENTS**

The Management of CHEMTECH ENGINEERING S.r.l. considers the protection of occupational health and safety, as well as a legal obligation to be respected, an integral and essential part for carrying out any work activity, considering there might be a risk in carrying out any activity.

## **THE RISK MANAGEMENT**

Analyze the processes of the quality management system with a view to Risk based thinking, identifying the risks in operational processes and the appropriate measures to be taken to manage them, as well as identifying opportunities, i.e. possible solutions and countermeasures to face them.

The General Management

*Dr. Luca Balicco*