

		
		Date 02/07/24

COMPANY POLICY STATEMENT

The General Management of SIRSA SPA is committed to achieving full satisfaction of customers and other interested parties (Owners, Employees, Suppliers, Society).

This objective is pursued with entrepreneurial commitment, by making available the resources necessary to achieve it.

In line with the company's guidelines aimed at achieving an effective and efficient organisation capable of meeting the needs of the interested parties involved, our company has adopted, maintains and continuously seeks to improve its work processes, enabling it to:

1. provide Customers with products manufactured using continuously updated technologies and in accordance with the most advanced scientific research;
2. achieve the established budget objectives;
3. involve all Employees in the continuous improvement of products and services;
4. demonstrate to Customers the quality of its work through proper communication that ensures a positive image of SIRSA SPA;
5. strengthen Customers' confidence that they are dealing with a reliable and technically competent company, thereby encouraging positive word of mouth that enables SIRSA SPA to grow;
6. collect Customer feedback in order to assess the possibility of implementing improvement actions. This assessment is carried out during the Management Review;
7. manage justified Customer complaints appropriately and promptly, also reviewing them during the Management Review in order to undertake any necessary corrective actions;
8. pursue partnership agreements with Suppliers that ensure mutual benefit;
9. comply with the applicable national collective labour agreement for employees;
10. pursue employee well-being in the workplace;
11. comply with explicit and implicit contractual commitments;
12. comply with occupational health and safety legislation;
13. establish an efficient and transparent communication system, both within and outside the company;
14. design, develop and manufacture goods that are economically competitive on the global market.
15. comply with current product safety legislation;
16. comply with current environmental protection legislation, including through the involvement of third parties;
17. provide continuous training to all employees according to their specific duties;
18. ensure the broadest and most frequent involvement of all employees as a fundamental prerequisite for the continuous improvement of the organisation and its service;
19. conduct a daily search for ways to refine the adopted management tool in order to effectively achieve such involvement and contribute to improving the required product and service;

		
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20. select partners and complement its own staff with highly qualified professionals who demonstrate appropriate ethical conduct.
21. encourage ideas and proposals for improvement within the scope of these activities.

Through professional commitment and reliable management of its activities in the production and injection moulding of plastic articles, as well as by supporting Customers in the search, identification and qualification of new suppliers, SIRSA Spa's leadership intends to consolidate its position within its sector, making quality a key strength and an essential foundation on which to base the company's growth.

Palazzolo sull'Oglio (BS), 02 July 2024

