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Quality, environment and occupational health and safety at Zaitex have always been considered fundamental and strategic factors for the company's growth and development. Quality stands for the planned pursuit of internal and external customer satisfaction, Environment is considered a valuable source to be respected and preserved, Safety is key in the workplace to ensure the protection and health of workers in a safe environment.

The company's field of application includes: **marketing, production, design and technical development of dyes, their blends and auxiliaries for the textile, tanning, wood, paper and specialty industries, as well as pre- and after-sales technical assistance necessary for the application processes of the marketed products.**

The objectives identified by Zaitex management can be summed up in the following general principles:

- Satisfaction of the external customer
- Satisfaction of the internal customer and social context
- Planning for continuous improvement
- System monitoring and analysis of results
- Monitoring of resource consumption in order to reduce its impact on the environment
- Reducing and preventing pollution, in particular by managing those processes that show greater environmental impact
- Managing and reducing waste production
- Meeting its environmental and occupational health and safety compliance obligations
- Elimination of hazards and reduction of OSH risks;
- Consultation and participation of workers and their representative (RLS: Workers' Safety Representative);
- Continuous improvement of environmental and occupational health and safety performance

Zaitex Management has decided to commit to the goal of improving the health and safety of workers in the workplace by implementing an Occupational Health and Safety Management System (SGSL) in accordance with the requirements of the UNI ISO 45001:2018 standard, in particular by ensuring:

- that the responsibility for managing OSH concerns the entire company organisation from the Employer down to each worker, each according to his or her assignments and competences;
- the commitment to consider OSH and its results as an integral part of company management;
- the commitment to prevention;
- the commitment to provide the necessary human and instrumental resources;
- the commitment to the involvement and consultation of workers, also through their safety representatives;
- a commitment to defining and disseminating OSH objectives and related implementation programmes within the company;
- Finally, ensuring compliance with the laws, rules and regulations in force, with regard to all company activities.

External customer satisfaction:

- Knowledge of market requirements and specific customer needs;
- Continuous improvement of the services provided, thanks to a careful evaluation of the customer's needs as for quality and range of proposals being offered, as well as logistics through careful stock management and delivery service;
- Careful selection and qualification of suppliers in order to obtain better quality and reliability of supply at advantageous costs;
- Management of the quality standard established for each product;
- Timely resolution of non-conformities and prompt cooperation in solving customer problems (through precise technical and commercial information to the customer);
- Careful and timely management of contacts with customers and suppliers by personnel trained at all levels to respond and provide information in a precise, professional and courteous manner;
- Continuous attention to raising awareness, also among contractors and suppliers, of the safety policies, laws and commitments adopted by the company and making the emergency plan available.

Satisfaction of the internal customer and social context:

- Internal dissemination of the company's policy and objectives and information on the results achieved, stimulation by the management to raise awareness and continuous improvement;
 - Clarity in the assignment of company roles and tasks through the identification of process involvement, the definition of clear and appropriate procedures and work instructions that are
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appropriate for each role and through adequate training concerning the specific job positions and quality management;

- Stimulation of collaboration in improving both work systems and products (preventive and corrective actions) and attention to proposals and suggestions received from staff;
- Counteracting health-impairing living and working conditions and disseminating suitable individual behaviour and lifestyles; ensuring that workers are consulted, also through the workers' safety representative, on occupational health and safety aspects;
- Strengthening safety training and information activities, involving all operators, making them aware of their individual obligations and the impact of each of their actions for achieving the expected results and their responsibility.

Continuous improvement planning:

- Quality system management according to ISO 9001;
- Management of the environment system according to ISO 14001;
- Management of the occupational health and safety system according to ISO 45001;
- Adequate definition of resources for the management of business processes;
- Definition of precise procedures and instructions in all company roles and processes relevant to quality and safety;
- Continuous monitoring of the various company areas in order to identify the dangers of the activities and ASSESS in advance the risks for personnel, and for each new activity and/or process in order to be able to adopt solutions to prevent accidents and occupational diseases.

System monitoring and analysis of results:

- Constant application of the self-monitoring system for the main business roles;
- Management of customer complaints and reports;
- Management of internal quality, environmental and health and safety audits;
- Management of quality, environmental and safety indicators;
- Periodic management review of the system;
- Periodic review of risk assessment.