



GROUP POLICY

COD.	MGQ
SEZ.	5.0
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REV.	03

Since 2004, Saiet Group plans, implement and maintain a quality management system under control, adapting the organization and operating methods to the requirements of the international standard UNI EN ISO 9001, with the aim of being able to fully satisfy the needs and expectations of the Customer and the Interested Parties.

Saiet has provided all the technical, economic and human resources necessary to fulfil this policy and constantly strive to ensure that all those work within the group are aware of their role, of their responsibilities and collaborate in the pursuit of continual improvement.

The Management has defined targets that can be monitored, in a measurable and impartial approach, allowing to identify the most appropriate improvements to be implemented. To achieve these targets, Saiet identifies as essential elements the following aspects:

QUALITY SYSTEM AND IMPROVEMENT

- Saiet keep a quality management system certified by means of an accredited third-party certification body.
- Carries out continual improvement activities in order to reduce non conformity and optimize productive processes.
- Undertake the corrective actions needed for measure, monitoring and analyse risks and opportunities, ensuring that "risk-based thinking" be an incentive for identify new opportunities.

CUSTOMER SATISFACTION

- Saiet constantly supervise customer satisfaction to prevent claim, observe contractual and delivery terms and improve the product and service quality, in compliance with applicable technical standards.

SUPPLY CHAIN

- Saiet implements quality control of supplies, evaluating and raising awareness its suppliers in order to reduce the risks of using products, services, competence that aren't suitable to the significance of the quality, environment, health and work safety aspects.

RESOURCES

- The first and irreplaceable resource is made up of people, with their skills and experiences. The employees are trained and raised awareness thanks to training activities, in relation to the performed task, in order to achieve targets set.

ENVIRONMENT

- Saiet is committed to conduct its business in full compliance with the environmental regulation. Moreover, constant attention is paid to reduce waste, minimize noise and to the recycling of materials.

HEALTH AND WORK SAFETY

- Saiet undertakes to ensure a work place respectful of the health and safety of all. It also committed to inform and train employees on health and safety issues, establishing rules and procedures aimed at minimizing accidents and injuries risks.

SUSTAINABILITY

- Proactively and transversally integrate ESG - Environmental, Social and Governance considerations into its decision-making and operational processes
- Spread within the company, through training and awareness-raising actions, a culture aimed at implementing sustainable behaviors, focusing on reducing consumption and negative impacts on the environment

CRITERIA OF CONDUCT, PRINCIPLES OF LEGALITY AND TRANSPARENCY

- Saiet strive to bound the regulation of D.L. 231/2001, in accordance with Code of Ethics adopted.

The Management asks for the direct commitment to the application of the approved and issued quality management system, being engaged to periodically re-examine the validity of this policy so that is appropriate, and to disclose it to all employees and collaborators and to the interested third parties.

Galliate, 18/11/2024

The Management