

ID06/A - INTEGRATED POLICY FOR QUALITY, ENVIRONMENT, HEALTH, AND SAFETY AT WORK

FIMA CARLO FRATTINI SPA is a market leader in the design and manufacture of sanitary faucets. To consistently achieve utmost customer satisfaction across its diverse clientele, **FIMA CARLO FRATTINI SPA** places utmost emphasis on the quality of its products. This includes addressing individual customer needs regarding product placement within their respective production cycles and ensuring prompt product delivery. To this end, the company maintains, develops, and updates its Quality Management System in accordance with the UNI EN ISO 9001:2015 standard.

Simultaneously, **FIMA CARLO FRATTINI SPA** is deeply committed to fostering a culture of sustainability, recognizing its pivotal role and contribution in:

- Minimizing the environmental impacts of products, processes, and services while tangibly enhancing its environmental performance.
- Ensuring healthy and safe work environments for its employees and collaborators.
- Promoting ethical principles and practices that respect the environment and individuals throughout its supply chain and among its stakeholders.

In pursuit of these objectives, the Quality Management System has been functionally integrated, starting from 2024, with the Environmental Management System, compliant with the UNI EN ISO 14001:2015 standard, and with the Occupational Health and Safety Management System, compliant with the UNI ISO 45001:2018 standard.

The Integrated Management System (IMS) implemented by FIMA CARLO FRATTINI SPA embodies the principles and values articulated by top management and outlined in this Policy Document. It aims to achieve the following **General Objectives**:

- Implement and ensure continuous improvement of the IMS and its performance over time, with a focus on customer satisfaction, environmental stewardship, and occupational health and safety, thereby maintaining the company's prominent position in its industry.
- Pursue quality, pollution prevention, and health and safety objectives aligned with overall development strategies.
- Ensure compliance with applicable Compliance Obligations, whether legal requirements or non-binding yet essential obligations for IMS objectives, and voluntarily agreed commitments with Interested Parties.
- Promote the integration of IMS within the organization's strategic and business processes, involving top management, fostering collaboration among various functions, and ensuring clear identification, assignment, communication, and understanding of roles, responsibilities, and authorities relevant to the IMS within the Organization.
- Provide adequate resources for IMS development, policy application, culture promotion, and business growth, periodically assessing the effectiveness of measures taken.
- Ensure conscientious management of all phases of product design and realization to ensure adherence to quality standards, risk control, and environmental responsibility throughout the organization's operations.

- Promote the development of knowledge and skills among personnel, through targeted training programs and effective communication, to foster informed behaviors, particularly among roles influencing Service/Product Quality, Environmental Impacts, Health, or Safety Risks.
- Identify and document performance indicators for monitoring business processes/activities and product quality, systematically reviewing the achievement of Expected Outcomes and the effectiveness of the IMS in driving continuous improvement.

Top Management is further committed to specific objectives related to Quality, Environment, and Safety, including:

- Prioritizing quality.
- Ensuring customer satisfaction.
- Placing customers at the center of all actions.
- Pursuing continuous improvement as essential for success.
- Adopting employee involvement as a core philosophy.
- Treating suppliers as partners.

To achieve these objectives, the Company has established goals such as:

- Enhancing customer relations.
- Flexibly responding to customer requests.
- Improving delivery times.

Quality Objectives will focus on effective organizational management of Processes, with a commitment to enhancing workforce skills through Education, Training, and Effective Internal and External Communication.

Specific Objectives for the Environment include:

- Committing to environmental protection, including pollution prevention and other specific initiatives.
- Assessing and managing Environmental Aspects and Impacts, implementing appropriate risk management measures.
- Integrating pollution management and prevention processes into business operations to ensure responsible and sustainable product management throughout their lifecycle.
- Pursuing visible reductions in environmental impacts, especially waste production and resource consumption.
- Encouraging external partners to embrace sustainability principles.
- Ensuring careful management of environmental impacts related to product hazardousness.
- Selecting and utilizing equipment and systems with the best available techniques and technologies to minimize associated risks and environmental effects.

Finally, Specific Objectives for Health and Safety at Work include:

- Establishing and maintaining processes for proactive hazard identification.
- Committing to risk reduction and providing healthy and safe working environments.
- Actively involving workers in hazard elimination and risk management.
- Systematically managing procurement processes to ensure IMS compliance.
- Effectively managing process changes to mitigate associated health and safety risks.
- Continuously improving organizational knowledge and safety culture to reduce incidents and promote responsible reporting.

Briga Novarese, 11/01/2024 – General Manager

