



Quality and Environment Policy

SAFRA SPA, founded in 1970, specializes in the production of aluminum and copper alloys, solid welding consumables.

Quality and Environmental Sustainability are a fundamental component of the company's principles.

SAFRA SPA has always built its reputation on its product's quality. In recent years, through its increasingly widespread presence on international markets, it has received a further push towards raising its quality standards, while at the same time aiming to guide this development of its production, both in terms of quantity and quality, with particular attention to achieving environmental performance in line with the most advanced references in its sector.

With this in mind, increasing resources have been dedicated to improving product and service quality, and to modernize and optimize production processes (greater efficiency, lower consumption of resources and generation of pollutants). The Management of SAFRA SPA promotes the culture of Quality and Environment through the commitment of all those working within, and for, the company. This requires everyone to be involved and be aware of their role and responsibility in achieving the objectives identified in the continuous improvement process.

To this aim, SAFRA SPA has defined the following Quality and Environment Policy as:

- Continuous improvement of Customer Satisfaction.
- Continuous improvement of its environmental performance.
- Collaboration with Suppliers.
- Reduction of non-conformities and waste.
- Participation and growth of Human Resources.
- Maintain a certified Quality and Environmental Management System, according to UNI EN ISO 9001:2015 and UNI EN ISO 14001:2015 standards, ensuring that any future regulatory revisions are implemented.
- Continually improve its processes by defining methods, plans, and indicators for their optimization through a steady investment of resources.
- Constantly monitor the degree of Customer Satisfaction and Customer Loyalty to improve externally perceived Quality, prevent complaints and meet delivery deadlines, delivering a high value product and service to the customer.
- Control and govern the potential environmental impacts caused by its activities, both on a local and global scale, with the aim of protecting the Environment, focusing first of all on the efficient use of energy, limiting water consumption, reducing emission of pollutants into the atmosphere or water discharges, and preventing the production of waste or, alternatively, to recover it.
- Guarantee the constant and total fulfilment of compliance obligations deriving from regulatory provisions, authorizations or even assumed on a voluntary basis, through their correct identification and the careful management of the company processes that refer to them.
- Control errors committed by third parties, through a control system of the work and the Quality of Supplies, including the continuous consciousness of Suppliers about the company's Quality and Environmental Policy pursued by SAFRA SPA.
- Eliminating non-conformity of Products through controls in the various process phases, to avoid product defects, minimize waste by avoiding complaints, returns and problems related to non-conformities.
- Improving the skills and engagement of corporate Human Resources by encouraging participation and sharing of Quality and Environmental objectives through education, training, supervision, and effective communication.

Quality creates reputation and reliability; pursuing it, within a context of care of the Environment is a necessary condition to ensure its inclusion in a sustainable and therefore solid and long-lasting production path.

At SAFRA SPA, the commitment of all participants in the Value Chain is necessary to ensure that the Quality and Environment Policy is acknowledged, implemented, and spread. Everyone in SAFRA SPA has the commitment, motivation, and involvement to achieve and share the defined strategic and development objectives. The company management promotes Quality and Environment Policies. It ensures that at all levels of the organization the Policies are integrated and shared, and that its knowledge is also provided to Customers, Suppliers and in general to involved third parties.

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Il Presidente

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