



## SPM SPA QUALITY, HEALTH, SAFETY, ENVIRONMENT, INFORMATION SECURITY AND SOCIAL RESPONSIBILITY POLICY

In accordance with the information in the introductory section of our Quality Manual, in the integrated Manual for the Management of Health, Safety and the Environment, in the information security Manual and in the HR Manual, SPM General Management establishes the following company policy.

Our company growth trend continues. The new production areas, new machineries and the important investments implemented in the training of our employees have brought clear improvements in all company areas, confirming that we are following the right strategy. This process needs now to continue with even greater determination; we must be aware that market evolution never stops: customers become more and more demanding, competitors become better and better/more and more aggressive, some markets disappear, and others appear.

To maintain the growing trend, we must continue to strive for operational excellence in all company areas: we need to satisfy not only EXPLICIT NEEDS, but also the HIDDEN/LATENT NEEDS of all our stakeholders (customers, suppliers, etc).

We must continue to leverage on our key success factors:

- Be better than our competitors in terms of good quality-price ratio, service, delivery and development timings, development of products that facilitate their recovery and reuse, respecting the existing standards in regards to environmental and health and safety impact;
- Measure our performance through our Customers' eyes: satisfied customers are the best guarantee of continuous demand;
- Continuous investment in technological innovation (Industry 4.0, Smart Working, new BAT with low environmental impact, etc), increasing the efficiency of our production and management processes also through new ways of working (smart/agile working), reducing our energy requirement and developing more and more innovative products and more and more sustainable services;
- Increase the quality of our "human capital", investing in the professional growth and the environmental awareness of our employees, improving the quality of the workplace and implementing all necessary procedures to reduce work related risks, accidents and injuries;
- Correct and transparent management of our "human capital", committing to respecting the norms on child labour, contrasting every form of discrimination and unequal treatment, condemning all illegal behaviours, applying in a complete and unbiased way the national collective labour contract and guaranteeing the protection of maternity and paternity as well as disadvantaged individuals;
- Safe treatment of (public and confidential) information managed by SPM, through analysis of threats and vulnerability and the classification of the type of data, as essential part of our activity and strategic commitment within the overarching purpose of the company.

The main improvement projects we are going to focus on in the upcoming years, defined through the systematic use of LEAN/6SIGMA/FOCUS and RISK MANAGEMENT tools, are:

- Production waste reduction and reduction of material requiring disposal
- Technological development through continuous increase of activities related to "Industry 4.0"
- Informatization of the management of "sensitive" areas, such as maintenance, development of new projects, employees training, etc.
- Improvement of the performance of durable goods to better the end of life treatment of the products
- Focus on standards and organizational models aimed at sustainability, data security, social ethics, product and service quality, environment, health, safety and security in the workplace
- Increase training/awareness initiatives
- Satisfaction of our staff, including the psycho-physical well-being, is considered a key factor for success

The basic concept of our improvement projects are the international standards of reference:

- UNI EN ISO 9001:2015 confirmation of a quality management system as a guarantee for products and processes
- IATF 16949:2016 quality standard in the automotive industry to support the continuous improve of products, processes, services and activities;
- UNI EN ISO 14001:2015 product design that keeps in consideration the whole life cycle of the product by developing characteristics that will promote its reuse or recovery;
- UNI CEI EN ISO/IEC 27001 maintenance and continuous improvement of the Data Management Safety System;
- UNI ISO 45001:2018 protecting health and safety of the collaborators in accordance with the applicable laws;
- SA8000:2014 guarantee of the company's commitment to act responsible and respecting employees and third parties. In this context we remind you of the possibility of reporting incidents of non-compliance both internally ( form and email address [segnalazioni@spmspa.it](mailto:segnalazioni@spmspa.it)) as well as to the certification body (TUV Italia srl Via Carducci, 125 ed. 23 I-20099 Sesto San Giovanni (MI) – email: [tuv.ms@tuv.it](mailto:tuv.ms@tuv.it) - tel. +39 02 241301 ) u/o accreditation body (SAAS Social Accountability Accreditation Services - 15 West 44th Street, 6th Floor - New York - NY 10036 - tel: +1- 212-684-1414 - email: [SAAS@SAASaccreditation.org](mailto:SAAS@SAASaccreditation.org)).

In terms of continuous improvement SPM aims to continue in the near future the introduction of a complete management system that involves the reality in which we operate according to D.Lgs.231/01 and smi criteria at 360°.

28 luglio 2021 Dr. Ing. Giovanni Berutti

