



Titalia S.p.A.

Via Don Luigi Talamoni, 83

20861 BRUGHERIO (MB) - ITALY

Tel.: +39 039 882759 Fax: +39 039 5964933

email: titalia@titalia.it

web: www.titalia.it



Quality, Environmental and Health & Safety Policy

The main objective pursued from company is to achieve greater expansion on the international market by expanding its corporate visibility in this area and trying to achieve further growth and consequent greater economic solidity.

TITALIA S.p.A. for the achievement of the business development objective, it has therefore defined a Quality, Environmental and Health & safety Policy whose application within the company structure is considered an essential and vital part, given the importance it is emphasized within the organization, and it represents the principles applied within the company structure in terms of:

- 1. Customer focus:** Sustainable success is achieved when an organization attracts and retains the trust of customers and other stakeholders on which it depends. Every interaction aspects with the client offers an opportunity to create greater value for the customer. All the resources, knows this objective and shall operate focusing their attention on satisfying the customer's needs and striving to exceed their expectations.
- 2. Leadership:** same purpose, direction and commitment allows an organization to align strategies, policies, processes and resources to achieve the objectives set. For this reason, within the organization, leaders at all levels establish unity of purpose and direction and create the conditions for people to be committed to achieving the assigned quality objectives. The senior management within its responsibilities, analyzes the business context, including the needs and expectations of stakeholders in terms of: market, customers, competitors, suppliers, legislation, company personnel and work organization, identifies the risks (critical elements and special requirements) and therefore defines future business strategies, the adequacy of resources in quantitative and accrual terms.
- 3. Active participation of people:** for effective and efficient management, it is important to involve people at all company levels and respect them as individuals. Recognition, accountability and enhancement of skills and knowledge facilitate people's commitment to achieving organizational goals. Conscious that for an organization it is essential that all people are competent, empowered and committed to producing value, all the resources operating within the structure, depending on the roles covered and the responsibilities assigned, must be adequately trained and operate in a manner active and proactive for the solution of every problem is highlighted, thus contributing to continuous improvement.
- 4. Process approach:** The company management system is made up of interconnected processes giving rise to a coherent system, resources, controls and interactions are defined, in order to optimize their performance and allow constant results and reliable over time.
- 5. Improvement:** the organization considers the approach to improvement as essential for maintaining high levels of performance even in times of changes in internal and external conditions in order to create new opportunities.

6. **Process decisions based on evidence (objective measurements):** Decision-making is considered a complex process, where there is always a component of uncertainty and often there are multiple sources of input data, as well as their interpretation, which can be subjective. It is also important to understand the cause and effect relationships and the potential unwanted consequences. The organization has defined to undertake decisions based on the analysis and evaluation of data and information is more likely to generate the desired results and greater objectivity and confidence in the decision taken
7. **Relationship management:** In view of the fact that stakeholders affect the organization's performance, in order to achieve lasting success, the organization manages relationships with its stakeholders in order to maximize their impact on their performance, including these management of relationships with the network of suppliers and partners is often of particular importance
8. **Environment,** pay attention to the expectations regarding the healthiness of the product. Maintaining a socially and ethically responsible behavior towards the community regarding the environmental aspects with the aim of pollution prevention, the progressive reduction of impacts, the conservation of resources with a view to sustainable development, also with reference to the 10 principles of UN GLOBAL COMPACT.
9. **Health and safety:** the respect of environmental aspects and the health and safety of workers are another primary value, it is based on the application of the current Italian legislation on Health and Safety, and the safeguard is guaranteed through constant monitoring of the compliance with the applicable requirements.

07th February 2019

The PRESIDENT / CEO

