

GENERAL PRINCIPLES

The adopted organisation model, based on the standards UNI EN ISO 9001:2015 and ISO14001:2015, has the aim of guaranteeing the necessary support for checking the company's effectiveness and efficiency parameters, with extended monitoring of products and process characteristics, and providing a framework within which to respond to changing environmental conditions, in keeping with the needs of the socio-economic setting.

The primary objective of the Quality management system is to guarantee the safety of the product, in particular through compliance with statutory safety requirements established by the 2014/64/EU PED directive, implemented with Legislative Decree No. 26 of 15 February 2016, while the primary objective of the Environmental management system is to protect the environment and prevent pollution, in particular by meeting statutory environmental requirements.

To achieve these goals, the Management is committed to:

1. using only harmonised design regulations
2. using only qualified personnel in accordance with the requirements of Annex I of the production regulations.
3. preventing or mitigating negative environmental impacts
4. ensuring that all conformity obligations are fulfilled
5. providing environmental information to stakeholders.

The HiRef S.p.A. Executive Board (*in accordance with Standard ISO 9001-2015*) is moreover aware that the effort towards the qualitative improvement of processes and products has to be periodically updated. It therefore intends to make collaborators and more generally all stakeholders aware of the need to consistently make a responsible contribution to achieving defined and shared objectives.

This document and **S5_Rapporto riesame della Direzione** (Management review report) draw up guidelines and timing criteria for the completion of set objectives. The document **PO01_INDICI** underlines the indicators defined by the company to monitor its performance over time to ensure that set objectives are attained.

In this respect, *HiRef S.p.A.* proposes the progressive improvement of its activities, to be achieved by:

- Identifying and defining, with clarity, the needs and expectations of the Client/Market in an effort to create the requisite product properties, analysing the factors behind the success or failure of bids, and clarifying with the client the agreed-upon contract, so that both parties may be fully aware of the goods produced/purchased, in all relevant aspects, and understanding and recording the levels of satisfaction to further determine whether the actions undertaken are correct;
- Following the “HiRef Lifestyle” model, also based on the expectations of employees, making the utmost use of their talents, singling out shortcomings and undertaking any necessary training activity;
- Identifying and maintaining tight control over the risks tied up with the practices of this company, in all its aspects and every functional process, from conception and design to production, sale, marketing, use and disposal of products, adopting a life-cycle perspective;
- Selecting suppliers (*and final clients*) that are able to guarantee, first of all, appropriate ethical conduct, and the requested profile of service, quality, reliability, delivery and competitive costs for the product provided, evaluating the possibility of internalising works in order to create know-how and synergies among subsidiaries/parent companies;
- Analysing and reviewing order processing in order to reduce times;
- Organising and successfully maintaining project processing times;
- Improving environmental performance;
- Organising personnel training and qualification activities, so that challenges may be met in a professional manner, with a conscious approach that will provide a heightened readiness on more innovative themes. This activity will make use of talent scouting, based on the GALLUP® Method;

- Adopting work methods, machinery, equipment and working environments that are able to prevent pollution-related phenomena;
- Raising the sense of responsibility of everyone working under their own control and of suppliers in respect of environmental protection;
- Constantly monitoring air emissions, water discharges and waste products;
- Encouraging product re-use and reclamation initiatives;
- Ensuring that all of the workforce is fully aware of their assigned tasks and shares the relevant responsibilities, in part through the quality management software that is continuously updated and distributed;
- Checking the various measurement systems using adequate review methods, combined with the management of precision instruments to guarantee reliable and accurate data;
- Ensuring that measurements are checked using correctly updated, secure and advanced tools;
- Establishing and maintaining adequate controls, including periodic reviews, to ensure that all business objectives are being pursued and are achievable, and identifying the weaknesses of the QMS (Quality Management System), modifying them to ensure the continuous improvement of work processes;
- Disseminating the policy and making it available to all relevant stakeholders, with the aim of making everyone aware of and responsible for the consequences of one's work on quality and the environment.

Signature MD


