

The integrated quality and environmental policy of **SOLEMA S.R.L.** requires that, in alignment with the scope defined by the Management System, namely:

Design, construction, installation, maintenance and after-sales support for industrial automation machinery and systems, as well as bookbinding, packaging and robotic automation machines.

the definition of all business processes must adhere to the rules set out by UNI EN ISO 9001:2015 and UNI ISO 14001:2015.

To ensure the ongoing effectiveness and further development of its Quality and Environmental Management System, **SOLEMA S.R.L.** has set the following strategic objectives:

- To optimise business processes in order to achieve maximum efficiency, effectiveness and environmental and safety performance through continuous improvement, in compliance with applicable legal regulations. To do so ensuring full adherence to contractual requirements and the quality of services delivered and products sold, thus providing customers with a high-quality, reliable, safe, timely, flexible and environmentally friendly service;
- To develop its ability to meet and anticipate the needs and expectations of clients and all other stakeholders by monitoring their satisfaction levels, addressing any complaints and proposing initiatives to inform and engage them;
- To ensure that every employee within the organisation feels personally involved in implementing the policy and in upholding environmental and safety standards in accordance with their respective roles;
- To continually improve the management of the above processes to achieve ever-better qualitative and quantitative results.

To achieve the aforementioned objectives, Management is committed to:

- Analysing and reviewing the context in which the organisation operates, including the nature, scope and environmental impacts of its practices, products and services, as well as the needs of stakeholders, identifying and evaluating system risks and opportunities.
- Maintaining a management structure based on a well-organised and clear definition of tasks and responsibilities;
- Implementing work methodologies and software that allow controlled management of the company's activities, to which "best practices" are applied;
- Managing all internal and cross-functional processes within the organisation, using the PDCA methodology: plan, execute, check and act, standardising or redesigning processes to ensure their effectiveness and efficiency;
- Using technologies aimed at the continuous improvement of service quality and the optimisation of processes in compliance with regulatory requirements;
- Implementing effective communication methods with stakeholders, constantly improving both communication channels and the tools used to respond to requests;
- Communicating the management system's policy and objectives to stakeholders by publishing them on the website, in addition to disclosing and communicating them within the organisation;
- Raising awareness among all staff, especially company managers, in the implementation of the Management System, ensuring that the guidelines of this policy and its tangible objectives are understood and embraced by personnel at all levels;

INTEGRATED POLICY

- Implementing effective methods to update applicable legal requirements, particularly those of an environmental nature;
- Periodically evaluating, through internal audits and environmental compliance audits, the conformity of the Management System to the reference standards, company policy and planned objectives; specifically, verifying the achievement of both quality and environmental goals through periodic management reviews;
- Continuously improving the Management System based on the results of these reviews.
- Continuously improving communication, information and engagement channels with stakeholders;
- Promoting the involvement of suppliers and implementing awareness/monitoring systems to ensure compliance with environmental requirements;

The achievement of the objectives set out in the Integrated Policy will also be ensured through the meticulous and timely application of the contents of the System documents, which define and describe the management tools issued by **SOLEMA S.R.L.**

SOLEMA S.R.L. Management is committed to fully implementing and continuously evolving the Management System in order to strengthen and enhance the company's image, also relying on the dedication and professionalism of all company personnel. It is also committed to environmental protection, including the prevention of pollution and other specific commitments relevant to its context, as well as ensuring a healthy and safe workplace for its employees.

SOLEMA S.R.L. Management is responsible for overseeing the system and ensuring its implementation to guarantee:

- consistent application of the company policy, formulated in alignment with the company mission;
- verification, through internal audits covering all management areas, that the requirements of the management system and environmental compliance obligations are satisfied, upheld and improved.
- coordination among company managers, clients, inspection and control bodies, and certification bodies with regard to management systems.

Management and the Integrated System Manager are responsible for assessing and adopting all necessary organisational and technical measures to ensure the long-term effectiveness of the Management System.

Pedrengo, 16 July 2025

Solema S.r.l. Management

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