

QUALITY POLICY

Directors, employees, and collaborators of EMMEQUATTRO Srl are committed every day to pursuing company objectives through the application of a Management System compliant with the UNI EN ISO 9001:2015 standard and with corporate sustainability and ethics criteria.

The Quality Management System of EMMEQUATTRO Srl is based on a risk-based thinking approach, which allows the organization to determine the factors that could generate process deviations, and to implement preventive controls to minimize negative effects and embrace the opportunities offered by the market anticipating its trends.

EMMEQUATTRO Srl operates at all levels with unity of intent and common objectives, committing itself to create the conditions so that its employees and collaborators are placed in the best circumstance to achieve the objectives set in the Quality Management System.

This allows aligning strategies, processes, and resources to achieve the objectives set by the company.

This document has been distributed to all levels of the organization through display within OMSI premises and on the website to ensure its understanding by all employees, collaborators and third parties interested in the activities and services offered by EMMEQUATTRO Srl.

Based on the general principles described below, measurable objectives have been defined which are monitored during the annual review, to continuously improve the effectiveness of the Quality Management System.

From a customer orientation perspective, EMMEQUATTRO Srl has defined and implemented a market strategy aimed to identify the needs and requirements of customers and correctly defining and describing the relevant performances of the services offered.

The company objectives are:

CUSTOMER SATISFACTION

The Management is aware that achieving certain results is linked in first place with the ability to keep a high level of satisfaction of the stakeholders (interested parties), of its customers and partners.

COMPLIANCE WITH THE REQUIREMENTS OF APPLICABLE DIRECTIVES, RULES, REGULATIONS AND LAWS

For the correct management of activities, it is essential that everyone working in the company consider fundamental element the compliance with all legislative regulations inherent to the activity performed.

THE ENGAGEMENT AND SATISFACTION OF ALL STAFF

Fundamental principle of Quality is the engagement, participation and satisfaction of all company staff.

EMMEQUATTRO Srl commits to inform its staff with the principles of the Quality management.

It must be clear that everyone has important tasks and activities, that every activity must be performed in accordance with current regulation requirements and customers' requests and that everyone must acquaint with the company Quality Management System.

Promoting an environment inspired by respect, fairness and collaboration enables the staff to be engaged and responsible.

CONTINUOUS IMPROVEMENT OF THE EFFECTIVENESS OF THE QUALITY MANAGEMENT SYSTEM

Everyone must proactively participate in the Quality development, collaborating with Company Management to define management procedures and committing themselves to the detection and prompt removal of nonconformities with respect to the guidelines defined by the Quality documentation, in order to improve constantly activities' efficiency.

The Management ensures its commitment to provide the essential resources to achieve, maintain and improve a good professional practice, as well as the quality of products and services offered to Customer. In addition, with the contribution of the Quality Management System, the Management wishes to establish a constructive approach within the company, in order to be able to proceed and achieve the company's objectives and continuously improve the company performance in compliance with the health and safety conditions in the workplace.

EMMEQUATTRO Srl continuously reviews the Quality Policy to ensure that employees and collaborators fully understand its contents and commit to implementing them, and that stakeholders are always informed of the evolving of the company's reference context.

COMPLIANCE WITH ENVIRONMENTAL REQUIREMENTS

The Management of EMMEQUATTRO Srl is convinced that the company has precise duties towards the environment and the community and for this reason creates in all its activities the conditions so that the entire company adopts responsible behavior, safeguarding the integrity of the environment and sensitize employees, at all levels, to environmental issues. In fact, everyone, within its position, responsibilities, and skills, must contribute with its job to respect the environment.

COMPLIANCE WITH HEALTH AND SAFETY REQUIREMENTS

The Management of EMMEQUATTRO Srl considers health protection and safety at work, not only a legal obligation but an integral and essential part for any work activity, having knowledge there is always a risk in any activity.

RISK MANAGEMENT

Analyze the processes of the quality management system with a Risk based thinking perspective, identifying risks in operating process and the appropriate measures to implement in order to managing them, as well as identifying opportunities, i.e. possible solutions and countermeasures to deal with.

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