



APPLICAZIONI TECNICHE ELETTROACUSTICHE

SATEP s.r.l.

Viale delle Industrie, 38

20881 Bernareggio (MB) ITALY

Tel. +39/039/62766.1 Fax +39/039/62766.66

Internet : <http://www.satep.com>

E-mail : satep@satep.com

COMPANY POLICY

The General Management of Satep srl defines its own "Company Policy" in order to develop and improve its Quality Management System, considering developments of the market and its Customers requests.

Objectives concerning both the external and internal areas of the company that can be achieved with the introduction or implementation of positive factors, by reducing or deleting negative components, are generally defined in following and relevant categories:

external areas:

- ✓ Continuous production improvement, in terms of procedures and attention to customer needs
- ✓ Involvement of its Suppliers in the continuous improvement processes of the services provided
- ✓ Involvement of its Suppliers behave following the principles of this policy and the contents of the company code of ethics
- ✓ Acquisition of new strategic services that make it possible to offer a range of varied services to customers
- ✓ Cost management optimization to offer more competitive services

internal areas:

- ✓ Management System maintenance in compliance with the ISO 9001: 2015 standard
- ✓ Compliance with the Customer's requirements
- ✓ Disclose Quality Policy both to internal staff and to third parties
- ✓ All staff cooperation to identify areas for improvement
- ✓ Increase in turnover
- ✓ Increase in sales, by design and production of new electroacoustic device models for alarm signals
- ✓ Improvement of the management systems used by introducing new operating systems
- ✓ Compliance with laws, regulations and other applicable requirements and signed by the company
- ✓ Develop products that comply with safety, environmental, sustainability and waste reduction requirements, while maintaining high quality and reliability, also favoring the use of non-hazardous and non-polluting chemicals
- ✓ Continuously improve environmental care and prevent pollution
- ✓ Commit, where possible, to eliminate or reduce emissions and waste into the atmosphere and limit as much as possible the waste of internal processes, favouring recycling and reduce fuel, energy and water consumption
- ✓ Assess the environmental impact of activities, adopting procedures and methods that provide the best protection for the environment, especially in the activities of internal processes;
- ✓ Adopt technological processes which, compatibly and in balance with economic implications, reduce the environmental impact, in particular with use of an internal IT
- ✓ Carry out training and environmental awareness activities for all employees, to encourage any initiative aimed at protecting the environment
- ✓ Include a commitment to provide Health and Safety working conditions for work-related injuries and illnesses prevention



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- ✓ Ensure safe and healthy working conditions in order to prevent work-related injuries and diseases, ensuring: proper management of chemicals, machine safety and proper use of PPE appropriate to the residual risk.
- ✓ Includes a commitment to eliminate the dangers and reduce risks for Health & Safety Operators
- ✓ Include a commitment to continuous improvement of Integrated System Management to confirm quality and safety performance
- ✓ Improve staff participation and consultation on safety aspects
- ✓ Increase the satisfaction of employees and collaborators
- ✓ Improve professional skill levels and awareness of corporate human resources
- ✓ Improve relationships with all stakeholders
- ✓ Monitor the Management System in a socially responsible way constantly in order to continuously improve
- ✓ Comply with points defined in the international documents (ILO Conventions) referring to the reference standard.
- ✓ Guarantee the protection of workers' rights by applying the ethical principles of the corporate code of conduct and all the requirements of social responsibility.

The company arranged a Quality Program Document where guidelines to be followed are defined annually, in order to achieve pre-established objectives.

This document is disclosed to all company levels and it is visible by all employees on the company notice board. All employees are committed to implementing and supporting the points established above, applying company procedures correctly and suggesting any improvements.

Checks will be carried out to verify compliance with the procedures.

Any anomalies found are reported to the managers, in writing, to identify and eliminate the causes.

The assessment of these anomalies will allow the General Management to measure the quality of its services

Awareness-raising meetings are organized to ensure continuous understanding of the Quality Policy.

27/05/2023

PRES