



*For us, it is essential not only to comply with existing standards but also to actively contribute to shaping a more sustainable future. Creating an education that encourages awareness and care for the environment and people is crucial, a path that starts from the corporate culture through to production and product innovation.*

Our organization's Policy defines the operational lines that management follows to define the organization's development, not only in compliance with legislative requirements and applied standards, but also sustainability, as a whole.

In order to affirm the company's competitiveness and profitability in an increasingly demanding market, it is necessary to achieve and maintain a position of excellence with regard to the ability to provide quality products, while respecting the principles of environmental protection, health protection and safety at work, within an ethical approach and aimed at safeguarding workers' rights.

This set of requirements can be found in the needs and expectations of the stakeholders, and particularly the customers. In addition to quality aspects, equal attention is also paid to respect for safety in the workplace and the environment, thus taking care:

1. the constant updating of the skills and awareness of its human resources;
2. the continuous improvement of its operating methods;
3. research of materials, products and technologies considering the product life cycle and, also in the phases of the different processes activated for its realization and placing on the market, the reduction of environmental impact by analyzing energy consumption and reducing waste;
4. the use of equipment / PPE / plant and technology adapting them to process developments and changes;
5. compliance with all applicable legislation according to the activities performed with attention to workplace safety and environmental requirements;
6. compliance with the principles upheld by the ILO (International Labour Organization) also with reference to corporate and territorial welfare.

In addition, at this historic moment of necessary change of pace and with the intention of contributing to the achievement of the Sustainable Development Goals (SDGs), defined by the UN in Agenda 2030, the Company is striving towards an increasing integration of ESG principles in its business model. The Management is convinced that the development of the organization, based on the aforementioned commitments, can only be implemented by setting up and keeping active, a Management System based on the international reference standards (UNI EN ISO 9001-14001 and the European Regulation EMAS 1221/09) trying to integrate them and adapt them to the various sectors.

A good management system is, in fact, the main element on which the future of the Company is played in a competitive Market to be able to:

1. define strategies and objectives that consider not only quality commitments, but also those of safety and reducing environmental impact;
2. consequently, stimulate company staff to be more attentive to the aforementioned principles;
3. try to give as much cohesion as possible to the company's various production departments, involving the staff in a relationship of mutual collaboration;
4. behave differently towards the customer, favoring the criteria of controlled efficiency and effectiveness, without however neglecting the economy of company management itself, a basic element for the survival of realities such as ours, but guaranteeing the safety and health of workers and the environmental sustainability of processes and products;
5. managing safety and environmental issues in the best and most timely manner;
6. develop the organization, always bearing in mind the need to reduce safety and environmental risks;
7. seek to grow the company so that it can be innovative and flexible, i.e. capable of adapting and redesigning itself, continuously according to the needs and demands of the market and its customers, but always in compliance with legislation;
8. to engage with workers to accommodate their needs and to communicate respect for the ILO principles mentioned above, the absence of discrimination and gender equality.

The Company has therefore set itself ambitious objectives on which to base its Policy, which the Management has identified as:

1. promotion of all initiatives to achieve continuous improvement with a systematic approach, implement, monitor and review; all with a view to eco-sustainable development, rationalization of resources, process quality, safety in the workplace and maximum public transparency and improvement of its environmental performance;
2. prevention of accidents and illness and continuous improvement in safety management and performance;
3. environmental protection and prevention of all types of pollution;
4. identification of activities considered relevant to compliance with contractual quality requirements, with the aim of keeping them under control.
5. acceptance of only those contracts for which full compliance with quality requirements can be ensured, on the basis of the company's know-how and equipment;
6. searching for and qualifying suppliers of products/services deemed critical for Quality, Safety and respect for the Environment, establishing a relationship of mutual collaboration and trust with these suppliers;
7. bringing the company to a level of Quality and respect for all environmental and safety legislation, such that it can be qualified by its customers and certified by the appropriate accredited bodies;
8. enhancement of human resources to stimulate staff participation in improvement, safety and awareness of environmental values;
9. prohibiting the pursuit of any activity that may lead to suspicions of corruption, collusion, support of markets and/or subjects and/or inappropriate or dubious actions in this regard;
10. guarantee of freedom to report anomalies and freedom for workers to discuss and meet with each other, support for the reporting of suspicious cases of which they become aware that can also be reported to company partners/collaborators (whether direct or indirect).

These objectives are shared by all personnel who, in addition to their commitment to the proper management of the System, also provide stimuli to the Management for its implementation and continuous improvement. The development is based on Risk-Management techniques, through the identification of threats and opportunities following risk assessment.

Constant contact with customers is ensured by our availability for specific meetings to discuss and analyze their needs and expectations; in addition, for any communication, the customer can contact the e-mail box **info@proffice.it**. This mailbox is constantly checked by an operator who is competent to handle every indication. At the same address, production-related reports can be reported.

