

	Allegato 2 MGQ Company Policy for quality, environment and safety	ED. 06 DATE: 06-2025
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Our company serves the market through the design, manufacture, sale, installation, inspection and maintenance of fixed fall protection systems.

Customer care and satisfaction are our top priority; therefore, our attention must be directed to:

- complying with contractual agreements and requirements
- managing their capabilities and resources in such a way as to seek new customers without diverting attention from existing ones but rather aiming to consolidate and retain them
- maintaining a high level of organisational flexibility, thus ensuring efficient order planning in order to minimise, if not avoid, delivery delays, while always guaranteeing the highest safety standards for our workers as well as our outsourcers
- improving and monitoring the production process in order to reduce, or better yet avoid as far as possible, non-compliant or defective batches of products reaching our customers
- manufacturing our products in accordance with sustainability and environmental responsibility, seeking to implement all the technical and managerial measures necessary to prevent pollution caused by our activities
- striving to achieve, and where possible, exceed the required quality and service objectives
- maintaining our equipment and working methods up to date with technological progress, as far as possible, complying with mandatory and non-mandatory rules in both environmental and health and safety fields
- providing safe and healthy working conditions to prevent work-related injuries and illnesses, as well as carrying out our activities in a manner that preserves the environment, with particular regard to adopting all necessary measures to minimise pollution resulting from the production and installation of our products

The approach set out in the EN ISO 9001, EN ISO 14001 and EN ISO 45001 standards for processes has been integrated into our company management methods in order to ensure their continuous improvement and that of the company management system. In particular, with regard to production processes, some priority areas have been identified:

- Internal organisation: awareness, knowledge and professionalism of internal staff and external collaborators, management of quality, environmental sustainability and health and safety as a shared responsibility.
- Internal processes: proper management of internal production processes to increase efficiency and effectiveness, in order to maintain a high level of competitiveness in the market.
- Suppliers: proper management and control over suppliers, especially outsourced ones, and over procurement, seen as an integral part of our business processes.
- Installation and assembly: providing the customer with installations that comply with current and applicable regulations and within the pre-established contractual timescales.
- Consultancy for retailers and end customers: providing adequate and efficient service for the design of fixed fall protection systems, training retailers or installers according to the

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guidelines of our installation protocol, as well as providing mandatory information, activating all possible channels to meet customer needs and providing courses according to those needs.

For these areas, the interventions are specifically implemented as follows:

- identifying business processes.
- defining channels for the flow of information.
- specifying quality, environmental, health and safety objectives, as well as operational and control methods.
- creating indicators to assess process efficiency and the achievement of company objectives which, among other things, in the area of environment, health and safety, are crucial to ensuring company continuity
- analysing with greater attention and care by the entire organisation in detecting and investigating non-conformities and customer complaints, in order to identify potential risk factors and/or opportunities for improvement to be seized and pursued. In particular, SICURPAL sets itself the goal of having zero accidents/incidents in the workplace.

Therefore, the guidelines to be followed include:

- The maximum level of involvement of the entire SICURPAL organisation in achieving objectives, including through consultation and participation of employees, their representatives and other interested parties.
- Carefully applying our company management system, measuring and analysing the results achieved, being aware of and able to manage risks, and identifying every valid opportunity for improvement must be everyone's goal, so that we can successfully meet the competitive challenges of the years to come.
- Knowledge of company policy and objectives for quality, the environment and health and safety, as well as production, control and information transfer operating procedures.

Finally, considering our satisfaction as owners to be equally essential, we commit to increasing turnover and/or profitability in order to improve the competitiveness of our company.

Bastiglia, il 06/2025

The Directorate