

Quality Management Policy

The Management of Sella s.r.l., fully aware of its organizational, social, and ethical role, hereby establishes this Integrated Quality/Environment/Safety Policy to set out its guidelines for the rational organization of company processes. The company is committed to ensuring environmental sustainability, as well as the health and safety of its employees, contractors, and all those who, in various capacities, take part in company activities, and to preventing the introduction of any discriminatory practices towards employees.

The company's "horizontal" organizational structure allows efforts to be focused on achieving the set objectives, while simultaneously promoting the active involvement of every collaborator.

Each person is called upon to feel an integral part of the system, responsible for their tasks and oriented toward meeting Customer requirements, company sustainability, and Health and Safety in the workplace—fostering cross-functional information exchange supported by a Team Spirit that permeates the entire organization and is free of discrimination.

Sella s.r.l. considers Customer and Stakeholder satisfaction as the primary goal to be pursued in order to maintain and enhance its competitiveness compared with leading competitors, adapting its processes to climate change, reducing pollution, protecting biodiversity and ecosystems, and promoting worker well-being in a healthy, safe, and sustainably organized working environment, through the identification, elimination where possible, reduction, and prevention of risks.

The quality of the product/service offered is closely linked to the ability to meet the expectations of Customers and Stakeholders, while respecting the Environment and ensuring adequate Health and Safety conditions. Management establishes that the achievement of objectives shall take place through:

- 1) **Involvement** of all personnel in achieving Quality, Environmental, Health and Safety objectives, as well as in the process of continuous improvement.
- 2) **Training and instruction** aimed at improving skills and awareness, creating a widespread culture of Quality, Environment, Health and Safety at all levels, promoting worker consultation and participation—including through their representatives—and verifying the effectiveness of training activities.
- 3) **Dissemination and reinforcement** of compliance with internal procedures, company guidelines, applicable regulations, and legislation, ensuring their update and compliance. Promoting responsible behavior and individual commitment to product and service Quality, environmental protection, and personal and collective health and safety, encouraging the proactive reporting of potential complaints, environmental incidents, or near misses.
- 4) **Measurement** of product and process **performance**, applying any necessary corrective and/or preventive actions, and improving performance through specific objectives and the active involvement of all workers, contractors, and all parties who directly or indirectly contribute to achieving them; conducting ongoing identification, assessment, and control of environmental aspects and health and safety risks through effective preventive measures, both in normal and emergency conditions.
- 5) **Ensuring full Customer satisfaction, as well as the achievement of Environmental, Health and Safety objectives**, through resources and services appropriate to the nature of the products and services provided.
- 6) **Supplier relations**, establishing cooperation with qualified partners based on mutual trust, sustainability, and shared performance.

Company objectives are defined on the basis of a context analysis, risks, and opportunities; they are periodically updated and communicated through the Improvement Plan.

In light of the above, Sella s.r.l. is committed to developing and maintaining an Integrated Quality and Environmental Management System, compliant with international standards UNI EN ISO 9001:2015 + A1:2024 and UNI EN ISO 14001:2015 + A1:2024.

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