

QUALITY POLICY

With compliance with the UNI EN ISO 9001: 2015 standard, **NUOVA SIDA** undertakes to pursue a policy which, taking into account the context of the organization and internal and external interested parties such as control authorities, collaborators, customers, suppliers and competitors, adequately assessing and managing risks and opportunities related to its processes and the socio-economic environment and implementing all the consequent measures as a result of continuous verification and at least an annual review, constitutes a reference framework for setting and pursuing quality objectives, defining indicators that can be monitored and, where possible, measurable in order to have a useful tool to provide early signals for any changes to plans and programs that may be necessary.

NUOVA SIDA also undertakes to satisfy all applicable requirements, be they legally, contractually binding, or in any case of good practice and to pursue a continuous improvement of its quality management system.

The objectives are defined annually by the general management and concern:

the improvement of the image and reputation among all interested parties;

achievement of operating objectives, continuous reduction of non-conformities with particular attention to complaints, high level of satisfaction of interested parties;

compliance with legal and contractual commitments, including implicit ones, in particular data protection;

care of communication with interested parties;

constant activity to ensure the competence of the personnel who hold positions of responsibility.

In this regard, the company management periodically defines the specific objectives to be achieved and the resources to be committed to the success of the project.

Camisano Vicentino 15/07/2018

The general management