



QUALITY POLICY – ADES, ALCA, DEM

The companies Al.Ca S.r.l., D.E.M. S.p.A., and Ades S.r.l. have chosen to establish a Quality Management System in accordance with the requirements outlined in norma ISO 9001:2015, each for its own activities, as defined within their respective system documents.

Management considers the Quality Policy as the main tool to guide the company toward continuous improvement of its performance.

This policy is an integral part of the company's overall strategy, which aims to ensure economic profitability and the long-term sustainability of the organization in the market.

It is based on the following objectives:

- Implement process management through the definition of key indicators
- Define quantifiable and measurable goals
- Apply risk-based thinking logic to every process
- Promote initiatives that turn results into business opportunities
- Ensure full compliance with mandatory requirements related to safety and legal regulations
- Monitor the satisfaction level of customers and all interested parties, ensuring transparency, efficiency, reliability, courtesy, while maintaining consistency and cost-effectiveness
- Implement process monitoring, continuous improvement, and waste reduction in both technical and organizational management of the company;
- Encourage competence, awareness, and participation of staff, staying aligned with ongoing technological developments
- Ensure the health and satisfaction of company personnel and promote a collaborative and constructive working environment

- Rely on carefully selected suppliers capable of meeting requirements with flexibility; evaluate suppliers to guarantee the quality of purchased products
- Ensure systematic management and maintenance of infrastructure and equipment to avoid malfunctions and downtime
- Pay maximum attention to environmental protection and preservation
- Respond promptly and positively to changing market demands
- Continuously improve the corporate image in the market
- Enhance the security of information systems and preserve data by ensuring availability, confidentiality, and integrity
- Manage Health and Safety at Work in an organized manner, based entirely on compliance with legal obligations, while promoting preventive strategies aimed at continuous improvement to achieve higher standards of safety and widespread ergonomic practices.
Responsibility for occupational health and safety lies with all employees, depending on their role, functions, and tasks.

Management recognizes these commitments as a strategic decision, ensuring and verifying that the policy is disseminated to personnel and made publicly available.

Management promotes the communication of these decisions to all staff and ensures they are understood, shared, and implemented at all levels.

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