

The Management has established, implements and keeps active and updated the Quality and Safety Management System Policy, suitably disseminated both within and outside the Organization.

FPT S.r.l. believes that the future of the company is aimed at pursuing maximum customer satisfaction and other internal and external interested parties.

The Organization operates in a context of national competitiveness, customer service has become an increasingly essential factor which, as far as we are concerned, basically requires compliance with the specifications of the service, the timing and methods of conducting it, as well as ensuring the Customer's guarantee / assistance when interruptions, even temporary, connected to the service provided.

The Management is constantly committed to:

- **Identify issues related to the context, external and internal in which the company operates and to identify those relevant to the Quality Management System and health and safety.**
- **Identify the Interested Parties (IP) and identify the relevant ones.**
- **Identify the needs and expectations of IPs and evaluate the relevant ones, which ultimately become the compliance obligation of the QMS.**
- **Optimize organizational processes, resources, infrastructures to reduce errors, in order to achieve the 'zero defect' result**

The result of this process consists of a mapping of the issues characterizing the context in which the organization operates, specific with respect to the different dimensions in which it is divided: corporate; market; macroeconomic and financial insurance; science and technology; regulatory and institutional; environmental-territorial and social.

The Management has decided that this approach can be managed by creating a Quality Management System compliant with UNI EN ISO 9001: 2015 and UNI ISO 45001.2018.

The Management has allocated the economic resources and has made available the personnel and tools necessary for the implementation of the Quality Management System which will be constantly monitored and periodically assessed, measuring the achievement of the objectives set for the controlled processes.

FPT S.r.l. must pay the utmost attention to the requests and expectations of the interested parties, to the requirements of the applicable rules and regulations and to the continuous improvement of the Organization and the satisfaction of the customer and interested parties; must pursue quality at all stages of each process, where each employee is involved in achieving the objectives.

The Management of FPT S.r.l.; to this end, it pursues the following objectives:

- **Customer satisfaction;**
- **the increase in turnover and areas of presence;**
- **the correct definition of the technical requirements of the services provided and products supplied according**
- **to the needs of the customer and the market;**
- **the reduction of the costs necessary for the correction of non-conformities;**
- **the elimination of dangers and the reduction of risks as far as technically possible;**
- **the search for continuous improvement;**
- **the involvement of suppliers and workers;**
- **protect health and safety in the workplace to prevent and reduce accidents, injuries and occupational diseases, ensuring adequate organization and management of activities;**
- **involvement and consultation of workers**
- **increase staff motivation and awareness also in terms of OSH;**

The Management undertakes to support and disseminate this Policy within the Company.

In particular, it undertakes to:

- **introduce, maintain and constantly improve a Quality and Safety Management System documented according**
- **to UNI EN ISO 9001: 2015 and UNI ISO 45001.2018;**
- **define, share, verify and periodically update the QMS improvement objectives, processes and services;**
- **rationalize the organization to increase efficiency standards in communication and control processes;**
- **identify adequate resources to be made available, including the assignment of qualified personnel for work**

- **management, execution and verification activities, including internal audits;**
- **train and qualify its staff;**
- **carry out the activities in accordance with the requirements of the contractual specifications and / or**
- **applicable regulations and / or internal operating procedures;**
- **guarantee an adequate working environment and functional and safe equipment;**
- **conduct the processes in compliance with current laws and the rule of art, in the field of environment and**
- **safety.**

The Management periodically checks that this policy is appropriate for the purposes and the business context, including, implemented and shared at each level of the Organization by establishing objectives of continuous improvement and customer satisfaction.

Ne (Genova), li 16/12/2022

La Direzione



(Emilio Arzeno)