

Corporate Policy – Selettra Group

The Management of the Selettra Group intends to implement a corporate policy that can be summarized in the goal of achieving maximum customer satisfaction by providing the best possible service, in compliance with applicable regulations and standards, while always considering the interests of third parties.

Therefore, it aims to:

- Correctly interpret both the technical and commercial needs of customers, supporting them with the knowledge of the Selettra Group to suggest appropriate specific systems.
- Transform customers' explicit and implicit needs into technical specifications, which should serve as a guide and reference point throughout all business processes.
- Monitor and keep all business processes and suppliers under constant control.
- Continuously assess changing customer needs to improve operations consistently.
- Promote improvement actions and monitor the results of the initiatives undertaken.
- Conduct all inspections and tests in compliance with written procedures, using appropriate and properly managed equipment and infrastructure that meets legislative requirements.
- Stay constantly updated on the evolution of innovative technical solutions and market dynamics to seize all new opportunities.
- Continuously foster the professional growth of personnel by engaging in ongoing training and involvement activities.
- Pay maximum attention to customer requests and expectations, applicable regulations and standards, and the continuous improvement of the organization and customer satisfaction.
- Constantly promote waste and energy consumption reduction.
- Enhance the work environment and consistently eliminate or at least mitigate risks.
- Issue and continuously update a code of ethics to improve internal relationships and interactions with all stakeholders.

To achieve these set objectives, the Selettra Group will allocate all necessary resources to personnel training, as well as to maintaining and continuously improving the Corporate Management System in compliance with the reference standards: UNI EN ISO 9001:2015, UNI EN ISO 14001:2015, SA 8000:2014, UNI EN ISO 45001:2018, UNI EN ISO 50001:2018.

The Management periodically verifies that this policy remains appropriate to corporate objectives and context, is implemented and shared at all levels of the organization, and establishes continuous improvement and customer satisfaction goals.