



San Martino di Lupari, 8 November 2018

QUALITY, ENVIRONMENT AND SAFETY POLICY

PREMISE

In September 2002, OZ Spa introduced Lean Production in all company areas and at every level. Since then, more than 150 Kaizen events have been organized with the participation of over 400 improvement teams and the whole "Quality Policy" has been based on the improvements achieved through this working method.

OZ Spa considers the quality of all company processes as the first factor for the achievement, maintenance and improvement of company competitiveness, which is fundamental for achieving the set objectives.

OZ Spa is also committed to achieving these objectives by improving the safety and health of its employees and considers its success closely linked to the environment and the rational use of natural resources.

Continuous improvement of processes, involvement of human resources, consistency in strategic choices, satisfaction of customers and stakeholders through LEAN activities, commitment to safety and the environment are the cornerstones of OZ Spa's philosophy.

1. Continuous improvement of processes

The company is organized for processes able to generate value, on the product and on the global performance, to be perceived by the customer. It therefore continually seeks solutions and operating methods that allow it to be at the forefront, both as technology and as organization, in all business activities that influence quality, preventing possible non-compliance.

OZ Spa aims to contain costs by promoting the efficiency and effectiveness of each process and obtaining competitive sales prices that allow a profit such as to guarantee the necessary investments for innovation and the achievement of the established objectives of corporate growth.

For every new or existing activity, aspects of health and safety, the environment, ethics and quality are considered essential contents.

The design of products, plants and equipment, their maintenance, workplaces, operating and system procedures are carried out considering the health and safety of all the involved parties.

In this process, OZ Spa involves all internal and external structures including suppliers, preferring those that ensure materials and services in line with the objectives of safeguarding the environment, health and safety and the ethical principles of OZ Spa.

2. Involvement of human resources

OZ Spa promotes the knowledge and understanding of all employees, internal and external, of company policies, processes and their responsibilities related to LEAN ORGANIZATION, giving opportunities and creating motivation and involvement.

All workers are trained, informed, and sensitized to perform the tasks assigned to them in terms of occupational safety and health as well as the related risks.

OZ Spa operates in full compliance with the contractual conditions as well as with current regulation and legislation, with particular attention to the environment and safety in the workplace. Preventive actions and analyzes to protect workers' health and safety are privileged in order to reduce the number of accidents, injuries and occupational diseases.

Every person in the company has the opportunity to influence quality, safety and the environment and must therefore employ their professionalism, experience and daily activities to ensure compliance with the established requirements and keep in mind that everyone's commitment is reflected in direct manner on company results.

3. Consistency in strategic choices

OZ Spa maintains and consolidates the Total Quality System by applying continuous improvement with the development of LEAN and increases its effectiveness. Each of his choices is always consistent with this philosophy.

It aims to grasp all the possible opportunities that the market can offer while operating a detailed analysis of the possible risks to avoid any possible unexpected events during its development.

OZ Spa has adopted a company Code of Ethics whose application is guaranteed by an external supervisory body.

This guarantees that its economic development goes hand in hand with respect to the ethical principles that distinguish it in the relationship with all the involved parties.

The same attention is also paid to environmental issues with the aim of implementing every possible effort in operational and organizational terms to prevent any form of pollution and to adopt technologies that allow less environmental impacts and waste reduction.

4. Customer and stakeholder satisfaction

OZ Spa identifies the needs and expectations of customers and seeks satisfaction, not only ensuring compliance and suitability of their products to the required requirements, but also and above all improving the level of service before and after sales by placing their needs at the basis of its evolution and technological innovation.

It promotes partnerships with customers to improve the development of new projects.

The continuous development of the quality system and the best possible inclusion of the company in the local context is promoted, while maintaining its vocation to the global market and aiming at the simultaneous satisfaction of shareholders, employees, external collaborators and the community.

All stakeholders are involved in the continuous improvement of their activities in terms of health and safety at work, quality and environment. Continuous activities are developed to prevent any impact on the operation and efficiency of the provided services, the safety of workers or the surrounding environment.

For the implementation of these points, the Management identifies clear, achievable and measurable objectives and undertakes to work continuously to verify the adequacy of the resources, processes, activities and methods of applied improvement as well as the effectiveness of this policy, in order to guarantee the achievement of the objectives and the full implementation of the strategic directives.

Chief Executive Officer OZ Spa

Ing. Claudio Bernoni

