

The Management of **Alper S.r.l.** considers the continuous improvement of the performance of its processes, as well as the **Quality, Safety** and **Environmental Management System**, the strategic tools through which it achieves its business objectives. **Alper S.r.l.**'s improvement process also passes through a greater and more conscious focus on certain strategic issues such as: **Quality, Health, Safety** and **Environment**. The company aims to remain at the forefront of the production of flexible heating elements and sensors in the **Printed Electronics** sector, constantly updating its offer and systems also with a view to a reduced impact on the environment.

With a strong customer orientation, **Alper S.r.l.** has defined and implemented a market strategy aimed at identifying customers' needs and requirements in order to best define the qualifying performance of the resistances offered.

In accordance with these principles, the Management promotes all necessary actions so that processes and activities are oriented towards achieving the objectives listed below.

- Adoption of a process-oriented organisational system, including methods for measuring performance and processes through the definition of objectives and monitoring indicators.
- Adoption of an internal Quality, Safety and Environment Policy.
- Implementation of an organisation to manage an 'Integrated System' for Quality, Environment, Health and Safety, which complies with the reference standards UNI EN ISO 9001, UNI EN ISO 14001, UNI EN ISO 45001, remembering that certification is a means and not an end.
- Development of an appropriate Environmental Management System that systematically seeks continuous performance improvement in a consistent, effective and above all sustainable manner.
- Reducing the impact of **Alper S.r.l.**'s activities on the environment.
- Elimination and reduction of risks to Workers' Health and Safety and prevention of accidents and occupational diseases.
- Product development with a focus on safeguarding the environment and the safety of workers, to prevent damage and injuries related to the task performed, all considering the purpose, size, context of the organisation and the specific nature of its risks.
- Constant commitment to resource-saving work processes.
- Research into new technologies that can make the products/services offered more efficient and reliable.
- Development of innovative, high-tech products and services that meet and anticipate customer expectations.
- Optimisation and improvement of customer service.
- Improving the security of information systems to preserve internal documentation by ensuring its availability, confidentiality and integrity.
- Consultation of workers and their representatives.

- Enrichment of human resources, with the ambition of their professional growth at all levels, through the definition of awareness and training programmes.
- Dissemination of the culture of quality, ethics and safety, and raising awareness of environmental issues through appropriate information activities for all personnel, so as to increase their awareness.
- Continuous improvement of the effectiveness of the 'Integrated Management System' (Quality, Health and Safety and Environment) through the active involvement of all employees in risk reduction/elimination.
- Improvement of the working environment, with the aim of making it more efficient and compliant with current regulations.
- Promotion of a working environment that is inspired by respect, fairness and cooperation, and that allows for staff involvement and empowerment.
- Full compliance with national and international regulations and laws applicable to the company's field of activity.

The Management of **Alper S.r.l** is committed to promoting the understanding and dissemination of the Quality, Environment and Worker Safety Policy to all personnel. The policy described here is the framework for all our activities and from it come annual improvement objectives according to the procedures defined in the Manual.

This document is reviewed and, if necessary, updated during the Management Review.

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