

Quality & Environmental Management System Policy

The Friulsider activity is to conceive, design and produce high quality professional solutions, designed to solve all application needs related to fixing systems in the field of building technologies.

The values that Friulsider promotes are consistent with its mission: the production growth should coincide with the growth of customer satisfaction and social welfare, which is also achieved through individual self-fulfilment and environmental protection. The Company therefore has to be not only a source of income, but also a place of development for the people and the territory, as well as a reference point for a business model based on eco-sustainability, to be achieved also through technological innovation.

Conscious that the key success factors of any organisation are the satisfaction of customers and of all stakeholders, both internal and external, as well as an efficient and effective organisation, the company recognised the need to implement a Quality & Environmental Management System in accordance with the requirements of UNI EN ISO 9001:2015 and UNI EN ISO 14001:2015.

The Quality & Environmental Management System applies to all business activities of Friulsider, located in San Giovanni al Natisone (UD) Via Trieste 1, for the design and production of fixing systems, screws and bolts through metal cold molding and thermoplastics injection molding processes.

Friulsider is committed to combining its values, with the following principles:

FOCUS ON CUSTOMERS

The customer satisfaction and the fulfilment of the expectations of all stakeholders are central pivot of all company activities.

LEADERSHIP

Friulsider employees operate in compliance with the corporate mission, where everyone is called to contribute positively to the organisation of activities and the achievement of objectives operating in compliance with standards and applicable laws, both nationally and internationally.

Friulsider is committed to ensuring the availability of necessary resources to achieve the communicated targets.

ACTIVE PARTICIPATION OF PERSONNEL

The work must be set to relationships of trust and cooperation, in respect of the corporate directives and relationships between colleagues.

Teamwork should be promoted and stimulated and people should be empowered and actively engaged at all levels for their own success and the success of the Company.

FRIULSIDER S.p.A.

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Cap. Soc. / Share Capital: € 4.000.000 i.v.
Reg. Imprese UD / Register number UD: 01343880306
C.F. / Fiscal Code - P.IVA / VAT n°: 01343880306
REA UD 168463 - Cod. ident. / EORI: UE ITO134388030



AWARENESS

Friulsider is committed to ensuring that people who work on its behalf are valued and aware of the importance of their work in the relationship with the customer, external and internal, and the achievement of business objectives, whether they are related to quality, environment and / or safety.

RELATIONSHIP MANAGEMENT

Friulsider ensures that relations with all interested parties (in particular customers, suppliers and partners), are centred on the principles of transparency, fairness and partnership, in order to ensure the sustainable success and the optimisation of its performance.

PROCESS APPROACH

Friulsider constantly monitors the activities carried out by defining the information flows and the responsibilities of each to ensure effective organisation of their decision-making processes.

CONTINUOUS IMPROVEMENT

Friulsider is committed to seeking continuous improvement through the optimisation of business processes, training of staff, setting of clear objectives and using, where economically sustainable, the best available techniques.

EVIDENCE-BASED DECISION-MAKING

Strategic corporate decisions are based on analysis, on assessment of objective and verified data, in order to ensure an effective evaluation of business processes and the ability to achieve the expected results.

SECURITY, PROTECTION OF HEALTH AND WORKING CONDITIONS

Friulsider is committed to ensuring the best possible working conditions, in compliance with the regulations of safety and hygiene at work, and to identifying the critical points in order to pursue the prevention and protection against risks to protect its employees and stakeholders.

The Company also undertakes to promote and consolidate a culture of safety, developing an awareness of risks and promoting responsible conduct on the part of all employees.

SUPPLIERS

Friulsider is committed to ensuring the selection of qualified suppliers of products and services to ensure the high standards.

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ENVIRONMENT AND RISK MANAGEMENT

Friulsider, according to the UNI EN ISO 14001: 2015, is committed to taking preventive measures of significant impacts, through the adoption of actions compatible with the corporate resources especially to ensure a good management of the following aspects:

- Waste management: promoting the increase of recycling and properly disposing of the waste in order to limit the risks for the environment and people;
- Emissions in the atmosphere: through appropriate maintenance and control of thermal and air conditioning systems;
- Use of energy with a focus on monitoring of consumption, in line with production requirements;
- Noise impact: using behaviours that ensure the compliance with the regulations;
- Contamination in Soil: reducing the risk through careful management of potential risks;
- Emergency management: optimising personnel for response in case of emergency through training;
- Environmental issues: promoting awareness of suppliers to adopt rules of conduct that respect the environment;
- Compliance with mandatory regulation and legislation;
- Compliance with voluntary requirements subscribed by the organization.

QUALITY AND RISK MANAGEMENT

The Company is exposed to multiple risks. The increasing complexity and interaction of the surrounding reality, the need for supplies of products and services more and more efficient and effective, and the need for responsible management put Friulsider in front of the need to adopt a risk management strategy based on the identification, prevention and reduction.

Friulsider, according to the UNI EN ISO 9001: 2015, is committed to adopting the best possible management of the potential risks arising from the following areas:

- Process;
- Information Systems;
- Social & Political;
- Legal;
- Fraud;
- Customer and Distribution channel;
- Markets;
- Human resources;
- Financial;

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- Procurement
- Technological Development.

This document has been made available and constitutes a guideline for people who operate in the name and on behalf of the company, as well as to represent the declaration of intent addressed to all our stakeholders.

The Management relies on the conscious involvement and responsible collaboration of all personnel and interested parties for the full implementation of the Quality & Environmental Management System and the achievement of objectives.

San Giovanni al Natisone, March 7, 2022



MR. CLAUDIO PELESON
MANAGING DIRECTOR
FRIULSIDER S.P.A.

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