

**Direction**

DA Group operates in compliance with current standards and laws, applying a management system that is compliant with the ISO9001:2015 standard and this policy.

- ✓ Not just selling products, but solving customers' problems in a prompt and professional way, promoting Made in Italy and systematically analysing the economic and market context.
- ✓ Take Customer Satisfaction and the expectations of other relevant stakeholders as the primary value according to which to guide the Company's management and operations, measuring them systematically.
- ✓ Consider staff involvement and growth as strategic elements for the organisation's development
- ✓ Respect compulsory regulations concerning the product and the health and safety of workers
- ✓ Improve the effectiveness and efficiency of the products/services offered, setting measurable period objectives and related indicators
- ✓ Aiming at the continuous improvement of business process performance, promoting actions to take advantage of opportunities and contain threats, based on an analysis of the context, the expectations of relevant stakeholders, and risks
- ✓ Systematically analyse the causes of non-conformities (product, service and health and safety-related) in order to implement effective remedies and prevent their recurrence.
- ✓ Use equipment and materials that guarantee the full compliance of the products, satisfying safety conditions at work.
- ✓ Consider suppliers an integral part of the production process
- ✓ Communicate and support the Integrated Policy at all levels, making it available to public, external entities and anyone interested.
- ✓ Implement effective communication strategies, both within the organisation and to external stakeholders.

Maron di Brugnera, 05/06/2023

The Direction

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