

INTEGRATED MANAGEMENT POLICY 2023

Quality | Environment | Ethics | Forest Management



THE MANAGEMENT COMMITMENT

The Board of Directors of the group believes the Quality Project to be an effective instrument to obtain the maximum involvement and direct participation of all personnel in the fulfilment of the company's Mission, which is:

- to guarantee that all contracts stipulated between the company and its clients are honoured to the full in terms both in regards with the product supplied (either the ones belonging to the collections of Interna or those manufactured according to client specifications) and with the delivery and installation services according to the stipulated contractual schedule and terms;
- to guarantee continuity in the service offered, regardless of the rotation of staff dedicated to any given project within the company, and to standardise and regulate the performance and activities of the various sectors through the implementation of efficient internal procedures;
- to maintain an active organisation which is constantly competitive in terms of costs and services in order to meet sales and profit targets;
- to lay down the foundations for a works progress management system which, apart from guaranteeing that delivery schedules are honoured, also allows clients to electronically consult information regarding their project;

QUALITY, ENVIRONMENT, ETHICS AND RESPONSIBLE FORESTRY POLICY

The strategic aim of the Interna group, implemented through an overall positive management approach, is the satisfaction of clients, partners and employees.

The company policy, subject to continuous analysis and assessment and, where necessary, updating, may be summarised as follows:

- development of a quality culture throughout the entire company and within the suppliers;
- respect of the clients' requirements, whether they be expressed through specifications or legal obligations;
- give the final client a pivotal role within the continuous improvement strategies and processes;
- strive for continuous improvement with the aim of reducing pollution and the impact of the activities and processes on the environment;
- optimise the company processes in order to achieve maximum efficiency and reduction of waste;
- define periodically assessable objectives in regards with this policy;
- verify periodically the trends of the system so to calibrate it and address them accordingly;

- guarantee full respect of all laws, norms and regulations regarding the environment, health and safety in the workplace applicable to the organisation, along with the prescriptions of the environmental management system, code of social ethics and responsible forest management according to the reference standards ISO 14001, SA 8000 and FSC® (Forest Stewardship Council);
- operate with full respect of all legal requirements and ILO recommendations regarding discrimination, rights of association, forced labour, child labour, retribution and working hours;
- fully involve the employees and make them aware of the influence of their work on product quality and significant environmental issues and on the inherent risks of their work activities;
- promote employees awareness at all levels regarding environmental protection and carry out suitable, targeted training programmes to make employees more responsible for their work activities;
- involve suppliers and sub-suppliers in the environmental, social-ethical management and responsible forestry programme;
- communicate the company policy, objectives and performance regarding quality, environment, ethics and responsible forestry both to those working in the organisation and to those operating externally through the website, advertising and educational campaigns, while maintaining close contacts with all stakeholders (client, suppliers, employees, local authorities, inspection bodies, etc.);
- allocate sufficient resources for the reporting on the integrated quality, environment, and ethics system, along with forest management, with statistical and management instruments such as: monitoring performance parameters, inspection visits, implementation of corrective/preventative actions and management reviews with the aim of strengthening the management of the system.
In order to divulge the company policy and keep it under control, the group established:
 - an organised and coded internal and external control system to assess the quality of the product;
 - a management system to divide the following activities between well-defined internal divisions:
 - management of commercial offers and contracts;
 - project management;
 - management of suppliers;
 - development of executive drawings;
 - production and testing of the product;
 - logistics;
 - installation;
 - project control;

- a collection of internal management procedures which define the methods of the various company divisions in order to coordinate the actions carried out by each person in relation to the main objective of supplying excellent service in terms of quality, environment, ethics and responsible forestry management;
- a system to quantify the causes of non-quality and the main environmental and ethical aspects in order to implement the opportune corrective actions, eliminate the causes and trigger off a global improvement process;
- an integrated quality-environment-ethics-responsible forestry system so that all the operations within the company divisions regarding quality, environment, ethics and responsible forestry management may be guided fluidly and with as little red tape as possible;
- a method to progressively involve suppliers in the group's quality policy;
- a series of objectives that may be quantified and measured to be assigned to each person responsible for the process. These objectives, in line with the policy, form an integral part of the annual review of the system carried out by the management. They are issued after consulting the key figures responsible for the process and are summarised in an internal operative document attached to the review itself.

The system so created is considered to be appropriate for the aims and size of the company and includes the principles of respect for constant improvement.

The integrated quality-environment-ethics-responsible forestry policy document is distributed to all those who, according to the group Interna, represent an added value to the organisation.

In particular, it is distributed:

internally to all the employees of the organisation;
externally to clients, suppliers, installation teams and sub-contractors.

Tavagnacco, 29th December 2023
Interna Group management

For information on the SA 8000 management system:

SAI: www.sa-intl.org
CISE: www.lavoroetico.org

For information on the Forest Stewardship Council[®] (FSC[®]):

www.fsc.org