



QUALITY POLICY

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The Management of CITYSAN s.r.l, aware that the Quality Policy is an integral part of the general policy and the business strategies, ensures that the same is:

- ✓ Appropriate to the purposes and context of your company and support its strategic directions.
- ✓ Set up a framework to always determine new and ambitious objectives aimed at pursuing continuous improvement.

VISION and MISSION:

The Company aims to keep the adoption of an integrated quality system in line with the requirements expressed by the ISO9001: 2015 - IFS-HPC - FSC® standards to a concrete response to the needs of an increasingly advanced and attentive clientele to the problems of quality, grow in the market by consolidating the Partnership with customers and other interested parties, focusing on the reliability and quality of the product ;to have the ability to supply products and services that meet the requirements of the Client and the pertinent cogent ones ; to identify and face the risks and opportunities associated with the organizational context and its objectives ; to implement the continuous and constant improvement of its performance ; to continually innovate products and production processes, making every employee proud of it and making it perceive to the outside as the best growth opportunity for everyone with a view to continuous improvement to better meet the needs and expectations of the customer;. to implement a prompt response to customer requests and adequate flexibility in response to changes in the production mix. In order to maintain customer confidence and acquire new ones, Citysan believes it is essential to interpret their needs and satisfy them promptly in sales, design, production and delivery. The constant orientation to customer satisfaction Citysan srl binds its competitive success, its prosperity and the enhancement of its work.

It also aims in this Policy document, extended to all stakeholders, to engage in the application and compliance with the **values of fundamental labor** rights, from a corporate ethical point of view, towards all its employees and suppliers and popularize the concept also to its customers. The fundamental concepts concern the absolute desire not to use child labor under the age of 18, not to use any form of forced and compulsory labor but to establish a free and voluntary work relationship based on the consent and harmony of persons without any form of violence, punishment or retaliation, to avoid any form of discrimination when hiring, respects the freedom of association and the right to collective bargaining, respects the full freedom of workers to draw up their constitutions and rules, respects in general workers' rights. The principles of this company philosophy are aimed at achieving the objectives described below.

The Quality Policy of CITYSAN s.r.l, by will of its General Management, **stands on four fundamental pillars**

- 1. COMPANY TARGETS and OWNERSHIP SATISFACTION**
- 2. CUSTOMER SATISFACTION**
- 3. INVOLVEMENT AND WORKERS SATISFACTION**
- 4. MUTUAL RELATIONSHIP BENEFIT WITH SUPPLIERS**

1 COMPANY TARGETS and OWNERSHIP SATISFACTION

- The company management undertakes to:
- Respect the regulations applied in the Quality Management System and comply in all activities with the legislation in force; comply with the regulations and legal requirements in all company processes for the production of safe products to Customers and Consumers.
- Keep the trust of the customer thanks to quality and safety of the products sold
- Give to the customer products at competitive prices obtaining the required quality level.
- Improve and consolidate a relationship of Communication and Collaboration with all the Interested Parties, evaluating and respecting the degree of satisfaction.
- Analyzing the context in which the organization operates and the risks associated with it, identifying areas for improvement, ensuring, over time, the level of expected satisfaction, the constant adjustment of the regulatory evolution.
- Recognize the contributions made by the staff and the improvements achieved, ensure that the personnel have the necessary resources, are adequately trained and trained in the tasks assigned, for the acquisition of the necessary competence and enjoy the freedom to act responsibly. Guarantee the commitment in applying and respecting the values of fundamental labor rights and corporate ethics, on compliance with the laws and the CNLL, on the respect and enhancement of employees, to maintain a harmonious and serene professional work environment, free from any form of discrimination and harassment.
- Implement, monitor and maintain a Quality Management System (QMS). Ensure the application of the Certifications implemented in the QMS such as: • ISO 9001: 2015 "Quality Management Systems -requirements" • IFS-HPC "IFS Household and Personal Care Products" in the scope of certification 2 "Household Chemical products" • FSC " Chain of Custody, Chain of Custody -CoC "to guarantee the traceability of materials coming from FSC certified forests.
- Maintain a suitable environment for article production by applying the GMP "Good Manufacturing Practices" at all stages of the production process; make the infrastructures, technology and human resources available for the achievement and consolidation of service and product standards over time
- Spread internally the Quality Policy, the Objectives for Quality and Safety of Products and periodically check their suitability, create and maintain a collective commitment.
- Review the QMS in order to assess its ability to meet the requirements (contractual and binding) and to identify adequate actions to improve its effectiveness and internal processes.
- Adopt an Environmental Responsibility Policy aiming to increase the use of FSC® certified products such as viscose and cardboard from controlled forests, waste reduction, resource optimization and use of renewable energy to obtain a less environmental impact.
- Adopt the Prevention and Protection measures to fulfill the protection of health and safety within the Organization.
- Guarantee the Focus to manage the issues of social and ethical impact within the Organization towards the Personnel.
- Guarantee the image of the company.
- Ensure a set of values shared with workers, opinions and rules, perceptions that influence the mentality and behavior towards product safety within the organization (Product Safety Culture)

2 CUSTOMER SATISFACTION

CITYSAN s.r.l depends on its customers, so it must understand their present and future needs, meet their requirements and aim to exceed their own expectations. Therefore it remains fundamental:

- Identify and understand customer needs and expectations;
- Transmit and incorporate these principles at all levels of the company;
- Measure customer satisfaction and act accordingly;
- To make available the technical knowledge and know-how acquired in the design and manufacture of items intended for house cleaning by providing professionalism and availability in the research and development of new products and their marketing;
- Provide products and services that meet the contractual requirements in compliance with the applicable Rules and Laws;
- Always guarantee flexible and rapid answers based on the opportunities offered by the market.

3 INVOLVEMENT AND WORKERS SATISFACTION

It is the conviction of the Management that all the staff employed in the organization, constitutes the essence of the Company and its full involvement contributes decisively to the achievement of increasingly ambitious objectives. Therefore all staff is involved and accountable so that they can:

- Understand the importance of your contribution and its role within the Company;
- Discuss openly and personally with the CEO about problems and situations related to their duties, daily problems, needs
- Share previous knowledge and experience freely with other company functions;
- Actively seek opportunities to develop their skills and knowledge;
- Evaluate its performance against the company objectives and targets;
- Accept the task without any form of forcing, be free to speak openly with all functions, have free access to CEO at any time of need
- Engage and contribute to the continuous improvement of culture values and product safety.
- Find a work environment peaceful and harmonious as possible without any discrimination, type of harassment or punishment. To have full right to freedom of association

4 MUTUAL RELATIONSHIP BENEFIT WITH SUPPLIERS

Of fundamental importance in business strategies, is considered the relationship with its suppliers. We are convinced that this relationship leads to mutual benefit, improving for both the ability to create value. Therefore the Company aims to:

- Identify and select your main suppliers;
- Establish partnerships, clear and open;
- Share experiences and resources with their partners;
- Identify joint activities for development and improvement



CITYSAN S.r.l.

12/06/2023 Company Management (CEO) Vicenzi Luca