

## POLICY

Sanaco provides **technical support services to analytical laboratories** in the hospital, industrial and private sectors.

In order to provide its services efficiently and promptly, Sanaco employs its own qualified technical staff who work according to internal procedures that comply with the international standards for quality management **ISO 9001**, for occupational health and safety management **UNI ISO 45001**, and for environmental management **ISO 14001**.

Sanaco's service activities include not only maintenance, installation and repair, but also software support, metrological verification of equipment, execution of QU, IOQ, PQ protocols, verification of CPDs (Collective Protection Devices), decontamination and disinfection of equipment and environments, and technical consultancy.

Sanaco manages the business both directly and on behalf of third parties, as an **authorised service centre** for the various Business Partners it works with.

Sanaco's aim is to **continue to grow and improve** in order to become an increasingly qualified point of reference in its service sector.





To this end, Members agreed to:

- Ensure the quality of services (time, methods, qualifications) to continuously meet the needs of clients;
- Comply with all legal and contractual requirements;
- Comply with legal requirements and the effectiveness of the company's management system;
- Strive to protect the health and safety of employees by providing a healthy working environment which prevent occupational accidents and illnesses;
- Strive to eliminate hazards and reduce risks to health and safety at work;
- Commit to environmental protection, including the prevention of pollution and the use of renewable energy sources; developing the skills and responsibilities of younger members and employees;
- Strive to eliminate hazards and reduce risks to health and safety at work;
- Motivate employees by providing financial incentives linked to the achievement of objectives;
- Involve employees through internal communication, including organisational aspects;
- Seek the consultation, involvement and participation of employees and their representatives;
- Manage its activities through processes in order to achieve the expected results with maximum efficiency;
- Pursue continuous improvement as a key element of success;
- Be competitive with the private market and public administration through cost containment;
- Present themselves to customers with credentials guaranteed by external bodies through certification;
- Make their own decisions based on the analysis of data and information;
- Promote the development of relationships with business partners based on mutual benefit;
- *Ensure the same service and organisational standards for activities performed by external and qualified service centres;*
- Plan organisational and service delivery activities by identifying risks and opportunities and their potential impact on the organisation itself and the services provided;
- Consider and regularly review the needs and expectations of stakeholders: shareholders, employees, customers, suppliers and others;
- Understand its organisation and its context, in particular external factors (e.g. regulatory framework, market, technological development, etc.) and internal factors (e.g. values, culture, knowledge and performance), by monitoring and reviewing information on these factors.

The present **Policy** will be reviewed annually at the General Meeting and communicated to all Sanaco employees and is available for consultation by any interested party.

Pescantina, 21st of April 2022

Company Partners

Guardini Alessandra	
Ruffoli Osvaldo	
Sacchetto Loris	
Tonetta Sergio	
Tosi Cristina	