	TECNOWARE S.r.l. www.tecnoware.com Via Montetrini 2/E Loc. Molino del Piano 50065 Pontassieve (FI) Tel. 055-88404 Fax 055-8367457 VAT: IT03831070481	DOCUMENT CODE	DOCUMENT TITLE
		PQA-ENG	QUALITY-ENVIRONMENT POLICY

Mission

Tecnoware is a company that for 30 years has been developing, manufacturing and marketing UPS, Power Supply and Stabilizers for every type of protection need, from information technology to industry. We have continuously reinvented our organization, our work and we have set ourselves ever more ambitious goals. In this way, from a small Italian company we have become a "small multinational" in the UPS sector, with over 1,000,000 satisfied customers in 14 different countries around the world.

The constant innovation and the far-sighted strategic vision of the company have made it possible to obtain these results by winning the trust of our customers. Indeed Tecnoware has always placed the Customer at the center of its attention, as the engine of its technological development.

We like to listen to our customers, collaborators and suppliers to create innovative and quality solutions together, always and in any case. We do not like fixed patterns, platitudes, and easy things, while we are thrilled by inventions and impossible challenges. Each time an exciting commitment to improve and guarantee excellent and quality services and products. For these reasons our customers are our best friends and the first promoters of our company, they consider us "partners" in their activities and almost never choose the competition.


Obviously we have excellent products, services, etc., but the thing that really differentiates us from our competitors is not in our catalog or in our price list, but in our indomitable passion for customer satisfaction.

In this context, also considering that the Organization has always shown sensitivity and commitment to environmental issues, since 2018 we have decided to manage the impact of our activities on the environment in a structured way. For this reason, we aim to operate with an Environmental Management System compliant with the requirements of the UNI EN ISO 14001 standard.

Objectives

In this context, we set ourselves these objectives:

- **Satisfy the customer** in terms of:
 - Offering an ever-increasing range of innovative and quality products
 - Ability to act as an authoritative reference for distributors and resellers on all technological innovations in the sector
 - Reliability of the continuity systems and IT accessories offered.
 - Ability to understand and respond to his needs and to anticipate the evolution of products and the market.
 - Professionalism
 - Respond to a growing range of needs
 - Provide adequate assistance on products;
 - Resolution of any problems.
- **Establish lasting relationships with the customer**
- **Consolidate our position on the market in terms of:**
 - Increase in turnover;
 - Acquisition of new customers;
 - Presence in the territory.
- **Be competitive**
- **Have an effective and efficient Organization** in terms of:
 - Human resources adequacy;
 - Equipments adequacy;
 - Quality supplies;
 - Optimization of resources;
 - Cost reduction.
- **Provide adequate technical assistance on products** in terms of:
 - Effectiveness of the interventions;
 - Replied in a timely manner to the needs of customers.
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- **Have an appropriate culture and training of staff** in terms of:
 - Guarantee of a correct and full knowledge and awareness of the worker regarding his / her responsibilities and correct operating procedures thanks to the planning and implementation of adequate methods for verifying the effectiveness of the information and training activities performed;

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- Dissemination and strengthening of a corporate culture through the use of suitable communication and motivation tools so that the provisions of our organizational system are effectively applied within the scope of their responsibilities at each company level;
- Dissemination of the management of its activities according to the Risk-Based Thinking approach.
- **Satisfy the work and cultural needs of employees** in terms of:
 - Presence of a climate of trust in carrying out one's work;
 - Adequacy of work methods in terms of safety and organization;
 - Enhancement of one's professionalism and experience
 - Remuneration adequacy;
- **Maintain the prestige of the company** in terms of:
 - Maintaining the high consideration that customers grant us;
 - Enhancement of the history of Tecnoware;
 - Care of relations with interested parties, paying attention to their needs;
 - Attention to our partners so that they are at the center of business development.
- **Be careful to compliance with current regulations** in terms of:
 - Identification, implementation, application of current regulations and applicable legal requirements, periodic monitoring and updating of their evolution and verification of correct application in operational terms;
 - Environmental legislation;
- **Working respecting the environment** in terms of:
 - Contribution to the reduction of environmental pollution through the use of Lead Free-ROHS components and materials equipped with systems that guarantee high performance and lower energy consumption;
 - Commitment to minimize the production of polluting emissions, to preserve surface and underground water resources, to prevent accidental spills of hazardous substances and waste of resources;
 - Implementation of a correct and optimal management of the waste produced, favoring the recycling or recovery of the same where possible;
 - Careful and conscious management of energy resources;
 - Use of electricity from "Green" production;
 - Compliance with legal requirements and other requirements referring to our environmental aspects;
 - Implement structural and managerial measures to prevent environmental accidents and ensure an adequate response should these occur;
 - Develop a new company philosophy through the creation of "green" product lines with ecological packaging (products called Together On)
 - Implement a continuous monitoring and improvement of environmental performance.

Strategy

Achieving the above objectives, together with the operational ones specified in the OBI (Objectives and Indicators) planning document, is only possible through the commitment of all staff. The achievement of these objectives is monitored using specific indicators. In a context such as the current one that forces Tecnoware to face unmanageable variables due to the typical nature of its business, the Management believes that an appropriate strategy for quality and the environment is the essential tool to achieve the above. For this purpose, the management system of our company is managed and monitored at different levels.

Periodically, the managers of the various processes, based on the data collected, discuss with the Management to assess the degree of achievement of the organization's objectives, analyze anomalies or inefficiencies, establish corrective and preventive actions and report to Management on the performance of the management system. During the system review phase, on the basis of the analysis carried out, the Management prepares an improvement plan in which measurable and verifiable objectives are defined in order to increase the effectiveness of the management system and customer satisfaction

Date: October 11, 2021

The Legal Representative

Marco Zaccagnini

