



From General Management to all B-Lab contributors

B-LAB (Italia) Ltd. is strongly convinced that a long-time success depends on the ability to satisfy at best the contractual requirements and Customer's both implicit and explicit needs.

To meet these goals, **B-LAB (Italia) Ltd.** has set and maintains a Quality and Environmental Integrated System responding to the requirements set by **UNI EN ISO 9001: 2015 e UNI EN ISO 14001: 2015** standards and perfectly integrated within the management system of the company.

The Integrated System is based on a close cooperation of all the business functions to reach targets such as: to respond to environmental legal requirements, to ensure a continuous improvement of corporate performance, to achieve an increased internal efficiency and a reduction of outages, reaching this way a full Customers' satisfaction.

For this reason, it has been set an integrated management system that, thanks to its tools, provides organizational and operative criteria to whom employees and contributors in general must adhere while carrying out their activities.

The fundamentals that **B-LAB (Italia) Ltd.'s** General Management intends to pursue have been identified in the following principles, with no specific priority order:

- To carry out one's own activity in full compliance with system requirements;
- To ensure the full compliance with existing legislation with particular attention to safety, health at work and environmental legislations;
- To ensure compliance with contractual requirements;
- To guarantee company commitment towards environmental protection with special attention to environmental impacts of its activities, products and services.
- To adopt criteria for organizational assessment that intervene on quality and environmental requirements, and constantly evaluate the company by applying the prevention requirements;
- To ensure staff training and access to informational tools;
- To engage the whole staff thanks to the capillary diffusion of this policy and of the business targets for growth and development;
- Impiegare risorse adeguate al raggiungimento della piena conformità alle prescrizioni legali e per garantire la massima efficienza dei propri processi.
- To encourage the actions needed to prevent Client and Integrated System non-conformities;
- To verify the implementation of identified solutions;
- To appoint an Integrated Systems Manager to take care of the Integrated Management System and coordinating all the activities related to internal audits;
- To forecast the necessary commitment to satisfy the social responsibility of the Company;
- To describe and introduce a commitment to manage intellectual property;
- To consider needs and expectations of the stakeholders;
- To manage internal and external communication;
- To produce documented control information;
- To define **B-LAB (Italia) Ltd.'s** performance measurement methodologies to assess the achievement of the targets set. Such methodologies include, among the others and as examples:
 - o Business processes performance measurement;
 - o Evaluation of Customer satisfaction for the offered services and the perceived quality;
 - o Evaluation of the reports issued by the Certification Body;



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- To promptly act with corrective actions, identifying their implementation owners and times, when noticing deviations from business targets highlighted by Clients' complaints;
- To be constantly updated on innovative production techniques in the field;
- The full satisfaction, not only on a material side, of people working with our Company;
- A proper invoicing.

We are convinced that to pursue such objectives, within a maximum management flexibility, could activate a continuous improvement process able to offer concrete advantages to the Company and to its Customers leading to the satisfaction of both the parties.

B-LAB (Italia) Ltd. has identified the following ways to reach the targets described above:

- To activate a continuous improvement of the processes;
- To maintain fairness and transparency within all the internal and external relationships;
- To maintain an updated awareness of the context, supporting the staff's commitment and ability to identify new and changed needs of the customers;
- To carry out an analysis of the context in which the Company operates;
- To analyse expectations of all the relevant stakeholders;
- To activate a risk management analysis to grant business continuity in the medium/long term.

B-LAB (Italia) Ltd.'s General Management, with this press release, appoints as Integrated Systems Manager Dr. **Chiara FERRETTI** who will oversee:

- The spread of the culture and knowledge of the Integrated System within the Company;
- The promotion of the actions to reach the improvement goals that have been set;
- The monitoring of the degree of achievement of the goals that have been set;
- The identification of the indicators on the adequacy of the committed resources.

The whole business activity is regulated within the Integrated System documented in the:

Integrated Management Handbook

which defines the systematic and planned business activities and the implementing rules to be applied to the whole organization to ensure the achievement of the objectives.

With this press release we approve the content of the Integrated Quality and Environmental Management Handbook and we require the full cooperation to all contributors for its implementation and for the achievement of the objectives here stated.

Alessandria, 23.03.2021

General Management



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