

QUALITY AND ENVIRONMENTAL POLICY

Our company is a leader in the indoor air filtration and quality field, providing a complete range of filters for several product sectors (health, industry, food & beverage, pharmaceutical, energy systems, automotive, microelectronics, airport, retail and office, clean rooms).

We have been operational on the market for over 40 years and our expertise has led us to acquire customers throughout Italy, Europe, the Middle East, North Africa and South America.

Our "Vision" is the belief that we can improve, day after day, the environment in which we live, with the full awareness that the air we breathe is a precious and irreplaceable asset. That is why we continue to invest in research & development, external recognition and legitimacy, human capital and institutional communication campaigns to raise public awareness, not only to provide the best from our industry (and Made in Italy) but also to put into practise our values of sustainability and social respect.

The Mission of General Filter is aimed at offering a personalised service whereby quality, flexibility and customer-oriented production are the cornerstones which we have invested in for more than 40 years. In this way we are able to supply furnaces and a complete range of specific filters according to the corresponding standards in force (ISO 16890, EN1822), accessories and filtration systems that make us as a leader for indoor air quality, not only in numerous civil and industrial sectors. The integrity and quality of our products, the professional approach of our staff and the efficiency of our processes have been key elements in achieving this goal.

Our Quality Policy is therefore focused on understanding the needs and requirements of our suppliers and customers, achieving their satisfaction, trust and loyalty in full compliance with all applicable laws and regulations. To achieve that, the company is committed to focussing on and pursuing specific objectives, which as a whole essentially means implementing a global strategy of consolidating and developing our position as a leader on the market.

This policy is a fundamental element in steering General Filter S.p.A. to improve its performance and specifically addresses the key business aspects required to ensure its success, namely:

- continuing the analysis and improvement of the structure of the quality management system and its potential integration to the extent possible, with the company's economic management system;
- improving internal and external communications with customers to improve the efficacy and reach of external dialogue;
- involving staff via the precise definition of roles and continuous professional development, focussing on an accurate analysis of skills starting from the idea that being a part of a team and pursuing business success can lead to the best working atmosphere and the right stimuli for a prosperous, safe and satisfying workplace;
- defining the necessary monitoring and improving quality control techniques (tests, checks, sampling, statistical analysis, etc.) in all business processes, defining the types and levels of future improvements, identifying suitable indicators for their management;
- analysing the processes and issues of suppliers and business partners to guarantee the quality and availability of our product in every situation and to achieve high levels of contribution and collaboration in order to achieve common growth;

- maintaining customer satisfaction by defining expectations and the actions required to achieve that level;
- optimising the management of resources (financial, infrastructure, human and environmental) in order to ensure the effective and continuous support of the growth and success of the company;
- meeting the expectations of the property in relation to achieving the desired level of return with respect to the resources committed.

Management has opted to comply with the UNI EN ISO 9001 standard and to strive for continuous improvement, as a result of its application, as a management and guidance tool for all its work components in order to achieve the identified common goals.

Management is also convinced that these objectives cannot be separated from the duty to pursue an appropriate environmental policy, which ensures:

- compliance with current environmental laws and regulations,
- the prevention of environmental pollution,
- the operational efficiency of business processes in safeguarding the environment,
- the continuous improvement of the company's environmental performance.

Achieving these goals obviously involves the active involvement of all personnel and those who in any case have influence on and/or have an active role in the realisation of the products being produced. Everyone who is part of the organization must be able to understand their allocated tasks, be personally responsible for the quality of their work and its impact externally (environment and users) and persevere in their personal commitment to acquiring the necessary knowledge for the proper performance of their positions.

With this in mind, GENERAL FILTER undertakes to:

- establish, maintain and formalise an Environmental Management System according to the UNI EN ISO 14001 standard, constantly guaranteeing of the required compliance with the standards and applicable laws and regulations;
- promote the process of human resource growth by implementing staff training and awareness programmes at all levels;
- encourage the maximum cooperation and participation from local authorities, supervisory bodies and all interested parties in order to establish the most effective measures for the prevention and protection of the environment;
- promote a culture of respect for the environment among its suppliers, and among its customers,
- provide adequate means to achieve and maintain the set objectives;
- invest resources to consolidate the reliability and quality of its processing processes, as well as the quality of the final products, ensuring an ongoing improvement in environmental performance, including implementing programs aimed at reducing energy and raw material consumption, mitigating pollution and generally minimizing any negative environmental impacts of the processing procedure;
- communicate the environmental policy throughout the company and abroad, also providing information on the results achieved and improvement plans by posting the environmental policy statement throughout the company network, providing the document to all external visitors/operators, the ongoing advertising of environmental objectives and performance through available means of communication.

However, the general management has primary responsibility for the achievement of this objective and has therefore assigned the responsibility for quality system management, the preparation of the quality system and the resulting adequacy checks to the management representative, who periodically reports back via the most appropriate means on the status of the quality management system and on the effective level of achievement of the objectives.

The Directorate-General will carry out periodic reviews, promote improvement actions for the subsequent period and verify the continued suitability of this policy with the strategic objectives.

And not only...

All personnel are called upon to provide their full collaboration so as to ensure that the commitments outlined in this Policy and the Quality and Environmental Management System are respected and implemented; any personal or group contribution to the pursuit of these objectives is promoted and favored by management. This Policy, the Objectives and the results achieved by the System, will be communicated to all levels of the company and, if necessary, externally, to customers and other stakeholders.

Management