

# isores

passion for quality

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## QUALITY AND ENVIRONMENTAL POLICY

It is our policy to operate in compliance with the requirements of the UNI EN ISO 9001: 2015 standard, through a quality management system, as an effective management tool for all our company activities.

We strongly believe that the quality of products and services offered is fundamental value, therefore it is our utmost commitment:

- to guarantee our Clients that our products and services comply with their requirements and with the applicable mandatory laws
- to ensure that Isores' present and future activities, goods and services will be consistent with the quality standards established by EU and national laws
- to ensure that all our Employees are aware of Isores's quality policy, are empowered and collaborate in its implementation through appropriate training
- to guarantee the effective monitoring of Suppliers so that the service offered complies with the required requirements
- to maintain constructive, transparent and open relationships with internal and external Authorities
- to be always attentive to the evolution of the context in which we operate and to the needs and expectations of all interested parties with whom we interface, whether they are Clients, Suppliers, Employees or Public authorities, implementing actions that can constantly increase their satisfaction.

We are also deeply committed to promoting the principles of respect and protection of the environment, in particular to:

- monitor the consumption of resources such as energy and water by committing to evaluate saving opportunities
- optimize the use of resources and raw materials
- systematically monitor emissions into the atmosphere and the production of wastes that may have an impact on the environment, evaluating every opportunity to reduce these side-effects
- promote employees awareness of respect for the environment.

We have issued detailed prescriptive documents (instructions, procedures) that must be followed by all our team to continue to maintain and improve the standards that Isores has reached in the production of insulators and electrical insulating components for Medium, High and Extra High Voltage systems.

The context, the risks and the opportunities that we must or want to face are periodically updated in order to make Isores a dynamic reality able to adapt to the changing context, to the market, to our Clients, as well as to our Suppliers and in general to all Stakeholders.

The implementation of an efficient quality management system and the respect and protection of our environment are my deepest and daily commitments that I fully share and approve.

CEO

Giovanna Flora Dossena

Ed. 28/04/2022