



QUALITY AND ENVIRONMENTAL POLICY

The management of **CRISPI Sport Srl** is committed to implementing a policy that places the customer, both external and internal, at the centre of its activities:

- External customer satisfaction is pursued by offering and adapting all processes to the customer's particular needs, whether explicit or implicit, and by monitoring the achievement of agreed-upon targets;
- Internal customer satisfaction is pursued through verification and updating on issues related to the company's services/products.

The end customer is the focal point of **CRISPI Sport Srl's** success; therefore, it becomes essential to thoroughly understand their needs in order to provide products that fully meet them, ensuring a high level of satisfaction.

Another fundamental cornerstone for **CRISPI Sport Srl** is environmental protection in all its forms, including pollution prevention, waste production minimisation, atmospheric and noise emissions control, and natural resource preservation (water, raw materials, energy). These principles regulate our Quality and Environmental Management System, to which the company consistently adheres within the constraints of available and economically feasible technologies.

All personnel are therefore made aware that they operate within a system aimed at implementing this policy, through which **CRISPI Sport Srl** pledges to:

- **Protect the environment** by applying the best possible and economically viable technologies, monitoring production processes, and taking preventive action to avoid or minimise pollution and any negative impact on the environment caused by its activities, products, and services;
- **Meet compliance obligations;**
- **Pursue continuous improvement** of the Management System to enhance environmental performance by setting objectives, targets, and measuring progress.

The objectives set by **CRISPI Sport Srl** include:

- **Managing business activities with managerial concepts by assessing risks and opportunities** to minimise threats to business continuity and capitalise on development opportunities, preparing for future growth;
- **Safeguarding market reputation** by increasing the customer base, turnover, and territorial expansion;
- **Satisfying stakeholders** (ownership, customers, employees, suppliers, neighbours, associations, etc.) by achieving budget targets, guaranteeing and increasing employment levels, improving salaries, reducing absenteeism and disputes with employees, minimising complaints, ensuring high customer satisfaction, establishing partnership agreements with strategic suppliers, controlling environmental and social impact, and complying with deadlines, regulatory, and contractual requirements;
- **Contributing to the environmental pillar of sustainability** and ensuring **safe and healthy workplaces** by integrating environmental and occupational health and safety management into business processes, strategic directions, and decision-making activities;
- **Complying with** explicit and implicit **contractual commitments;**
- **Managing customer communication** and providing excellent **customer service;**
- **Adopting modern customer support techniques** through continuous training and refresher courses for employees at all levels, from those in leadership and interface roles to operational staff.

By achieving these objectives, the aim is to create a sustainable company with a strong customer focus, increase market effectiveness, and make customer satisfaction the differentiating factor in a highly competitive market.

Specific objectives will be defined annually by management and communicated to all employees, who must cooperate in their realisation.

Crespignaga (TV), 26 January 2024

La Direzione
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