

Top Management of OSMO s.r.l. has identified anticipating and satisfying the desires of customer companies, not only their needs, as the best path toward consolidation, recognition, and growth. This effort begins with the rationalization of the internal organization, both in terms of service delivery and processes, and has naturally developed into a quality management system based on UNI EN ISO 9001:2015.

Today, customer needs and expectations are clearly oriented toward sustainability in its broadest sense. For this reason, our pursuit of customer satisfaction has led us to integrate the existing management system with the requirements of UNI EN ISO 14001:2015, relating to environmental management.

Aware of the importance of our role, we are also committed to more sustainable chemistry, to be achieved through careful control and ongoing efforts to find solutions that allow the progressive reduction of the use of chemicals subject to restrictions.

Implicit in our actions is the goal of minimizing risks for workers and the environment, in a perspective of continuous improvement, both managerial and technical-operational, always with reference to applicable mandatory regulations, whose consistent compliance is guaranteed, sector Best Available Technologies, and the specific needs of customers, namely compliance with specifications and lists of substances whose presence in production cycles must be limited or avoided, including compliance with the list of substances required by the ZDHC program — Zero Discharge of Hazardous Chemicals (ZDHC MRSL as published on the platform mrsl.roadmapzero.com).

The mission of OSMO is actively supported by the Board of Directors, which:

- commits to ensuring the availability of the resources necessary for the effective and efficient development of the integrated system;
- ensures that an integrated management system compliant with the directives of this document is established, implemented, and kept active, subject to periodic review and aimed at the continuous improvement of corporate, quality, and environmental performance;
- aims to remain constantly informed about the system's performance in order to enable review and improvement and to ensure its adequacy with respect to mandatory requirements.

Looking to the future...

The objectives of this Policy express the strategic directives of the Board of Directors and can be summarized as follows:

- optimize the methods used to analyze service delivery processes in order to better understand customer needs in a spirit of mutual benefit;

- provide pre-sales and after-sales support that ensures added value in terms of tangible results on the finished product, as well as compliance with certain MRSL/PRSL requirements;
- maintain constant attention to regulations, whose compliance is guaranteed, and to environmental and production issues, providing innovative solutions for the leather processing process, also with reference to BAT (Best Available Technologies), in order to protect the environment, end consumers, and Made in Italy;
- promote the involvement of human resources in order to disseminate and strengthen attention to customer needs, understood as a decisive key to remaining in the market, outperforming competitors, and ensuring each person's contribution to the effective maintenance of the implemented management system;
- make available organizational, technical, and financial resources with the aim of improving the health and safety of our workers and preventing possible accidents, dangerous situations, and illnesses during the handling of chemical substances (therefore providing dedicated technical assistance and PPE suitable for the products used);
- improve environmental performance by carefully monitoring the consumption of natural resources needed for the process and waste generation, in order to seize all opportunities for optimization, using resources responsibly, avoiding waste and inefficiency, and reducing consumption wherever possible;
- carefully select suppliers and contractors, promoting their involvement in shared and synergistic quality, safety, and environmental objectives within partnerships;
- promote and support open dialogue with citizens, institutions, and communities regarding the effects that OSMO's activities have on the community and the environment;
- improve awareness of the impact that the chemical substances used have on health and the environment, developing greater awareness among both workers and stakeholders.

ID DOC	M 5.2-01 VDEC01-06
REV	06
DATA	04/01/2024

With particular reference to chemical management, Osmo s.r.l. is committed to:

- provide safe and healthy products for society and the environment in accordance with current regulations;
- promptly provide customers with all information on the chemical substances contained in our products (sending Technical and Safety Data Sheets with dedicated support);
- identify hazards related to chemical substances in order to reduce or limit them as much as possible;
- keep the assessment of the technical and economic aspects of existing and newly introduced chemical substances up to date, as well as the safety and environmental aspects in light of new findings;
- develop alternative technologies in an effort to replace substances hazardous to the environment and to workers' health;
- design new products with risk reduction in mind, choosing less hazardous chemical substances that protect worker health and the environment and are efficient from a production/application standpoint.

Arzignano, 04-01-2024