

The Company recognizes the principles of quality as a tool that will provide him success over time. Based on these principles, Movin has developed its own company policies.

## 1. Attention to the customer

In 2005 the Company obtained the certification **UNI EN ISO 9001** to ensure greater efficiency and reliability of his organization and started the **monitoring Customer satisfaction**.

The Company believes that lasting success can be achieved if it fails to attract and retain customers trust and other interested parties from which it depends. Every aspect of the relationship with the customer must be seen as an opportunity to create greater value for the Customer.

An understanding of Customer and other interested parties requests contributes to the lasting success of the organization.

## 2. Leadership

Conscious participation and commitment allow the Company to align strategies, policies, processes and resources to achieve their goals.

All managers must therefore work to ensure that the entire organization pursues the objectives of the company.

These policies and objectives that arise from these shall be communicated to the relevant departments to ensure that the entire Company can consciously contribute to their achievement.

## 3. Employees

The Company is committed to engaging people at all levels and to respect them as individuals, to recognize and increase their skills and competences, in the belief that skills recognition and increasing acknowledgement facilitates the commitment of each to reach Company's targets.

For this reason the Company prepares a training program to plan training activities based on his targets.

The company also wants to guarantee safe working conditions also from the point of view of health and safety at work. For this reason it constantly monitors

- the trend of accidents and occupational diseases,
- the trend of illnesses, not taken holidays, turnover and other aspects that make it possible to evaluate the work environment in which people work.

## **4.Process approach**

It is essential for the company to see its organization as a set of coherent and interconnected processes. Understanding their operation and connections thoroughly allows the company to optimize its performance.

The Company carried out a documented investigation on its processes, used to update the management system for the quality in relation to the organizational changes that have taken place.

## **5.Improvement**

The Company considers it essential to work for its own improvement in order to maintain its performance at a satisfactory level for the parties concerned and to be able to react to changes both internally and in the context in which it operates, ready to create new opportunities.

To measure its performance and base decisions on documented information, the Company has implemented a system of process indicators to keep the processes considered most significant under control.

## **6.Evidence-based decisions**

Decision making can sometimes be a complex process and as such involve a certain level of uncertainty. Aware of this fact, the Company is convinced that its decisions must be taken, as far as possible, on the basis of data and documented information.

It therefore decided to implement a documented system for quality management based on the UNI EN ISO 9001 standard.

## **7.Relations with interested parties**

The organization is aware that interested parties influence its results. It has therefore identified its interested parties and the aspects related to these that can have a significant influence on its business. The information was used for risk assessment.

Based on the indications contained in the document, the Company intends to focus its attention mainly on Customers, Suppliers and Employees.

San Quirino, 17 February 2021

The Chief Executive Officer  
**Cervesato Claudio**