

Quality and safety policy

Incas S.p.A S.U. considers customer companies and their needs as the engine for its development, therefore stands as an active interlocutor for listening and understanding desires and objectives, proposing solutions that are reliable, that meet the expectations and comply with suggested criteria of return on investment and that are innovative in the vision, but simple in use.

The union of culture, experience and knowledge of the local market joins SSI-Shaefer Group global view with which values and strategies are shared.

Incas S.p.A S.U. establishes with its customers a relationship based on collaboration and cooperation that can be summarized in the sentence:

“Get in tune with the customer acting in partnership”

To achieve and maintain this goal, Incas considers strategic to continue the work of progressive improvement of organisation, support structure and skills to ensure:

- Capability to face off the continuous changes on the markets
- Organisation and control of internal processes
- Professionalism and safety to its own workers
- Clear relationship with external collaborators

With the consequent generation of values for customers as:

- The high reliability of products in terms of quality and functionality;
- Sharing of partnership paths;
- Increased productivity, profitability and competitiveness

INCAS GROUP QUALIFYING POINTS:

Pro-activity: both commercial and productive, the result of an applied innovation that comes from the combination of expertise, experience and market incentives;

Reliability: it says what it does and it does what it says;

Organisation: ability to manage complex and multidisciplinary sets with method and professionalism;

Customer care: guarantee of result in time obtained with choices of reliable and maintainable components in the long term, modular and upgradeable as well as being supported by a service that is helpful, professional and organized;

On cost/on time: satisfying the customer by maintaining a careful management of order costs and realization times.

The high level of experience, competence and determination combined to the possibility to draw on a worldwide vision and enabling technologies of the SSI Group Schaefer allows Incas to intervene at the customer with reliable and high-performance solutions and services.

The Management is strongly convinced of the importance of the principle:

“There’s no quality without safety and there’s no safety without quality”

Therefore, bases Incas policy for the achievement of business objectives on ethical concepts, but very concrete such as:

- ✓ Constant commitment of the Management, for the spread and continuous improvement of the culture of quality and safety.
- ✓ Definition of strengths, weaknesses, opportunities and risks with the help of SWOT Analysis.
- ✓ Identification of the risks inherent in business processes and definition of actions to contain unwanted effects.
- ✓ Compliance with mandatory laws in order to prevent, in the workplace, accidents and/ or offence committed in violation of the rules on the protection of health and safety at work.
- ✓ Continuous improvement on processes safety and products quality.
- ✓ Systematic planning and verification of company processes, staff training and maintenance of vehicles and equipment and plants.
- ✓ Involvement and motivation of all human resources, through training and information on quality and safety and requesting them to report any critical situations.
- ✓ Monitoring and raising awareness of suppliers and subcontractors to ensure that they operate in accordance with workplace health and safety laws.
- ✓ Measure the adequacy and compliance of the quality and safety system through internal and external audits, reviews and monitoring of process indicators.
- ✓ Constant commitment to the prevention of accidents and occupational diseases through regular health monitoring of workers.
- ✓ Commitment and constant participation in the management of health and safety at work by all employees, in relation to their role, functions and tasks.
- ✓

The above concepts are fully reflected in the requirements of the voluntary standard ISO 45001:2018, *Occupational health and safety management system*, to which Incas has chosen to join as strategic decision in order to certify to its workers and to the interested parties the conformity of its safety system to an international standard.

The success of our company is a set of elements; quality of products, executive professionalism, efficacy of solutions, updating of its know-how, respect of time and costs, efficient after-sales service and attentive to



customer care, commitment and active participation of every workers at every level to the achievement of objectives; first of all, customer satisfaction.

Vigliano Biellese, Settembre 2020



The incas logo is shown in a smaller, grey font. Overlaid on the logo is a handwritten signature in black ink. Below the signature, the name "Ermanno Rondi Tutto" is printed in a black, sans-serif font.

Ermanno Rondi Tutto