

The current globalised and competitive context, both at national and international level, requires the ability to carefully meet customer product and service needs with a sustainable, lean and flexible organisational structure. Our company policy is focused on the **management of corporate risks and opportunities** (at economic-financial, commercial, operational, environmental, health and safety level) and **the effectiveness and efficiency of procedures**.

The strategic guidelines to be followed by all employees who work at SUN-MAC are:

- the constant ensuring of customer satisfaction, through reliability in meeting delivery deadlines and the required quality levels
- the growth of individual skills in managing risks and opportunities in order to achieve the targets set by the company and all stakeholders.

The management is aware of the importance of the quality of both service and processes required by the market in which the company operates and therefore undertakes to:

- **comply with applicable laws and technical standards**
- **gradually increase the sustainability of processes**, by optimizing the production and logistics operations and directing choices towards the best available technologies
- assure an efficient **monitoring system** of all the processing phases
- pursue **continuous improvement** by setting measurable and comparable objectives and targets and performance indicators (KPI)
- create **communication channels** for both internal staff and all stakeholders in order to increase the quality culture, ensure direct and transparent relationships and allow the collection of any comments and suggestions
- **train and educate** the personnel operating in the company and on its behalf with respect to technical regulations and internal company procedures.