



UNI EN ISO 9001:2015 and SA 8000:2014 INTEGRATED QUALITY POLICY

Margherita Soc. Coop. Soc. ONLUS is committed to guaranteeing the greatest possible satisfaction to its Users and Customers, and more generally, to all interested parties, regarding the services offered, through the implementation of all the points of the International Standard ISO9001:2015. In addition, it is committed to ensuring that these services, and the manner in which they are provided, are always in line with the corporate Mission and Vision, through the use of appropriate planning tools such as the three-year development strategy and annual budgets.

Mission: *We work in synergy with the resources of the territory and in the contexts of life, so that each person is a protagonist of his or her own existence and an active part of the community. We design and manage services and events promoting citizenship, inclusion, self-determination, participation, information and culture. We address all citizenship and in particular persons with disabilities, the elderly, children and young people.*

Vision: *A socially responsible territory, a community where acceptance, integration and participation are common and shared values.*

Finally, Margherita Soc. Coop. Soc. ONLUS has undertaken in recent years a path to implement an appropriate management system with respect to service quality, safety and the environment. The commitment on quality issues was then further extended to the issue of social responsibility through the implementation of all points of the SA8000:2014 International Standard.

The SA8000:2014 standard is ethical and commits Margherita Soc. Coop. Soc. ONLUS on the behaviour towards its workers. The production result and the quality of the work done depend not only on the company's internal processes but also on the quality and ethics of the supply chain.

This 'company policy' therefore describes the commitment to ensure compliance with the requirements of ISO9001:2015 and SA8000:2014.

With these aims, and considering the need for a continuous analysis of the reference context in which the company operates, Margherita Soc. Coop. Soc. ONLUS defines as reference principles of its Quality Policy:

a) Focused attention on the customer and the stakeholders of the territories and communities

Margherita Soc. Coop. Soc. ONLUS is committed to understanding the needs of its Users and Customers, and stakeholders, through an approach aimed at the continuous identification of needs, whether expressed directly or indirectly. This is done by using appropriate tools, methodologies and processes to give attention to each party involved, and to fully meet their needs. Similarly, it operates in compliance with requests and requirements:

- Of the reference market
- Of the public administrations and their social and health authorities
- Of the country in which it operates, complying with laws and regulations
- Of all parties involved in its critical processes

b) Process-based approach

Margherita Soc. Coop. Soc. identifies the various activities of its organisation as processes to be planned, controlled and constantly improved, and activates the resources for their implementation to the best of its ability. Margherita Soc. Coop. Soc. ONLUS manages its processes so that they are unambiguous:

- Objectives to be achieved and expected results
- The responsibilities involved and the resources deployed

Margherita Soc. Coop. Soc. ONLUS promotes an appropriate sense of proactivity in the management of its processes at all levels.

c) Leadership

Margherita Soc. Coop. Soc. ONLUS takes responsibility for the effectiveness of its QMS, making all necessary resources available and ensuring that the planned objectives are compatible with the context and strategic directions.

Margherita Soc. Coop. Soc. ONLUS undertakes to communicate the importance of the QMS and to actively involve all interested parties, coordinating and supporting them.

The quality policy will always be available as documented information for all employees and stakeholders. Furthermore, this policy will be included in training sessions for employees (new members, volunteers, etc.).

d) Risk and Opportunity Assessment

Margherita Soc. Coop. Soc. ONLUS plans its processes with an approach based on risk assessment in order to implement the most suitable actions for:

- Assessing and dealing with risks associated with processes
- Exploiting and reinforcing identified opportunities

Margherita Soc. Coop. Soc. ONLUS promotes at all levels an appropriate sense of proactivity in managing its risks.

e) Staff and stakeholder involvement

Margherita Soc. Coop. Soc. ONLUS is aware that the involvement of staff and all stakeholders, together with the active participation of all collaborators, is a primary strategic element.

It also promotes the development of internal professionalism and the careful selection of external collaborations in order to provide itself with competent and motivated human resources.

f) Ongoing Improvement

Margherita Soc. Coop. Soc. ONLUS sets itself the permanent objective of improving the performance of its QMS. The preliminary assessment of risks and opportunities related to business processes, the verification activities, internal and external, and the management review are the tools that Margherita Soc. Coop. Soc. ONLUS puts in place to constantly improve. The instrument chosen for the pursuit of the Quality Policy, by Margherita Soc. Coop. Soc. ONLUS, is a Quality Management System compliant with UNI EN ISO 9001:2015.

g) Respect for social and ethical standards consistent with the adopted SA8000:2014 corporate responsibility system

- Employ only workers over 18 years of age. Any placement of young people between 16 and 18 years of age in the company is only foreseen for states and internships as stipulated by Italian mandatory regulations. This approach is also urged and monitored with regard to suppliers.
- Do not use or support the use of 'forced and compulsory labour';
- Ensure a safe and healthy working environment for all employees and establish effective measures to prevent potential accidents and injuries to workers' health;
- Respect the right of workers to join, form, participate in or organise trade unions as they see fit;
- Do not engage in or support any type of discrimination, including exclusion or preference based on race, gender, age, religion, political opinion, nationality or social class
- Do not use or support disciplinary practices outside the possible sanctioning categories provided for in the national labour contract applied in the company.



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- Respect national and local laws and agreements applicable to working hours, leave and holidays;
- Remunerate employees by respecting the national collective labour agreements related to the company's sector of activity and any internal supplements signed with the social partners.
- Use a supply chain that respects the principles set out in the previous points, also providing for possible controls and monitoring of the same.
- Maintaining a management system that ensures monitoring of the above points and applying a social risk analysis system involving workers' and management representatives (Social Performance Team)
- Make clear and shared the procedure for reporting complaints for incorrect application of the SA800:2014 Standard by workers, suppliers or other stakeholders.

h) References and contact details

The main internal contact for the quality system is the e-mail sistema.qualita@cooperativamargherita.org

The certification body references for ISO 9001:2015 are as follows:

Associazione Svizzera per Sistemi di Qualità e di Management (SQS)

Bernstrasse 103, 3052 Zollikofen, Svizzera
SQS Italian Branch Piazzale Biancamano, 2 20121 Milano (MI)
Email: headoffice@sqs.ch; tel: +41 58 710 35 35

The certification body's references for SA8000:2014 are as follows:

IQNet Association - The International Certification Network

Bollwerk 31, CH-3011 Bern, Switzerland
Email: SA8000@iqnet.ch; Tel: +41 31 310 24 40

SAI/SAAS (entity) references for the SA8000:2014 standard

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