



MISSION

ROELMI HPC (Health & Personal Care) wants to be the reference partner for the development, realization and sale of innovative low environmental impact ingredients and finished products for organizations in the global cosmetics, nutraceuticals and medical devices market

POLICY

In order to guarantee the satisfaction of the Customer, the activity of ROELMI HPC Srl is organized by an Integrated Management System that is constantly updated and adapted to the requirements of the UNI EN ISO 9001: 2015, UNI EN ISO 14001: 2015 standards; UNI EN ISO 45001: 2018, ISO 13485: 2016, UNI EN ISO 22716: 2008 and according to the EFCI GMP: 2017 guide.

Furthermore, ROELMI HPC Srl believes that a key element in the customer loyalty process is the availability of an expert technical staff, able to identify and satisfy their needs and to provide prompt assistance.

To achieve this goal, Roelmi HPC Srl Management commits itself to:

- define the strategic and process objectives taking into account the context in which it operates, ensuring that these objectives are pursued and monitored;
- identify and understand the needs and expectations of all the interested parties involved in the activity of Roelmi HPC Srl, in order to increase their satisfaction;
- plan the processes of the integrated management system, evaluating related risks and opportunities;
- operate in compliance with environmental legislation, workers safety and health, applicable voluntary standards, internal regulations and all the requirements coming from contractual agreements with third parties;
- maintain a suitable economic / financial structure through effective cost / revenue management;
- guarantee the resources necessary to ensure the application of the principles of this policy;
- prepare a work environment that protects the health and safety of employees and third parties operating in the establishment;
- ensure that all the staff involved know and implement the policies and procedures of the integrated management system in their work, which must be carried out scrupulously adhering to good manufacturing practices of cosmetic products and ingredients;
- ensure that all workers are trained, informed, sensitized, involved and consulted to perform their duties in compliance with the directives of the Organization, Management and Control Model and to assume their responsibilities in relation to the predicted offenses. Ensure the involvement of staff for the full sharing of this policy and the company objectives for the maintenance of safe working conditions, for the protection of the environment and the quality of their work. Plan training / information interventions to oppose emergency situations, environmental and qualitative criticalities, with particular regard to new recruits and temporary workers;
- ensure a constant professional growth of the staff through appropriate training interventions;
- constantly improve and innovate the products offered and services related to them to meet the needs and expectations of customers, investing significant resources in research and development, environmental protection and the external population;



- periodically identify the hazards related to company activities and internal and external context, analyzing the associated risks and evaluating the consequences, in order to minimize the potential impact on workers' health and safety and minimize accidents both in terms of frequency of occurrence and in terms of magnitude of any damage;
- consciously manage production processes and technical-organizational changes, with particular attention to the human factor and to the involvement of personnel at all levels in the logic of continuous improvement; for:
 - ✓ minimize any significant risk of accident and / or injury;
 - ✓ minimize any possible environmental impact;
 - ✓ plan quality improvement in a continuous and systematic way
- assure to the customers the supply of qualified products and services, carried out by technically competent personnel who work according to the Good Manufacturing Practices and in accordance with the regulations in force, to achieve the agreed quality requirements and those of applicable laws;
- guarantee to customers the confidentiality of the data and information processed;
- share with all interested parties in complete transparency all the significant information for the quality assurance of the product and the end of its life;
- select qualified suppliers of products and services and establish a close collaboration with strategic ones, to achieve the requirements agreed with the customer;
- maintain an open dialogue with suppliers, committing them to implement ethically correct behaviors, respecting the environment and workers safety and health;
- define the indicators on the basis of which to evaluate the performance of business processes and implement intervention plans, aimed at continuously improving the effectiveness of the integrated management system;
- review the policy and objectives to prove their continued suitability;
- ensure that the measures and procedures designed to prevent risk situations and avoid the commission of crimes are developed;
- minimize, as much as possible, the consumption of electricity, water and natural gas, raw materials dangerous for environment and workers safety and health, also in accordance with the NIP® philosophy.

The Direction ensures that the policy and objectives are disseminated and understood from the entire organization, so that everyone shares and is protagonist.

Rosella Malanchin

General Manager