

	Quality Manual	ALL. I	Edizione n. 01 del 03.04.18 Rev. n 02 del 05.01.2026	
	Annex I – Quality Policy	Emesso da: ASS QA	Approvato da: DIR	Pag.1/1

QUALITY POLICY

Starting from 2026, **VITERE LIBO S.r.l. Unipersonale** operates in the **marketing and distribution** of standard and special fasteners, with the aim of ensuring high-quality products and services and fully satisfying customer needs. The company is committed to pursuing the continuous improvement of its Quality Management System, in compliance with **ISO 9001:2015**, and to complying with all applicable regulations, including environmental regulations and those relating to carbon emissions, including the **Carbon Border Adjustment Mechanism (CBAM)** for products imported from non-EU countries.

Since 2026, the company has operated as an authorized CBAM importer, ensuring the management of and compliance with the obligations established by European legislation concerning embedded emissions in imported products.

Management Commitments

To achieve these objectives, Management is committed to:

- understanding and satisfying customer needs and expectations;
- providing adequate technical and professional expertise;
- maintaining an efficient and stable organizational structure;
- ensuring compliance with customer requirements and the flexibility needed to respond to their needs;
- developing and continuously improving the Quality Management System;
- planning, controlling, and monitoring activities to ensure compliance with deadlines and specifications;
- promoting staff training and development, ensuring competence, professionalism, and motivation;
- ensuring the quality of products and services, in compliance with the instructions and delivery times agreed with customers;
- **selecting, qualifying, and monitoring suppliers, particularly foreign suppliers, in order to ensure the conformity of imported products;**
- reducing the environmental impact of its activities and promoting sustainable practices;
- maintaining effective communication channels with customers, including digital tools such as the website, in order to provide clear information and timely support.

Customer Focus

Management considers the customer to be at the center of all company activities and is committed to monitoring customer satisfaction through assessment and analysis tools in order to ensure the quality of the services provided.

Employee Involvement

All company personnel are involved in achieving quality objectives, actively contributing to continuous improvement and to the effective implementation of the Quality Management System.