



**GIOVENZANA**  
INTERNATIONAL B.V.

## QUALITY - ENVIRONMENTAL - SAFETY - POLICY

G.I. B.V. management puts the customer, whether internal or external, at the center of the activities of the Group, offering and adjusting all the processes to the customer's particular needs, implicit and explicit, and monitoring both the cultural progress and achievement of the objectives agreed upon during contract negotiation.

G.I. B.V. believes in the sustainability of the Company's activities both for internal resources and for protecting the environment, recognizing the Integrated Management System as the key tool for:

- Maintaining its market image at a high level and, consequently, increasing the number of customers, turnover, and expanding its market areas focusing on the quality of the products;
- Supervising communications to/from the customer and the interested parties;
- Assisting customers in searching for the best solutions for their needs and in handling any after-sales problems that may arise;
- Ensuring the suitability of each human resource for the assigned tasks, through the acquisition of know-how, skills, and awareness at all levels, with a view to continual improvement;
- Steering technology, the organization and, more in general, the quality of work, to observe the provisions of the current laws where it operates on technical matters, safe working practice and environmental protection;
- Identifying the environmental aspects and their impact, preventing it where possible, or minimizing it, paying attention to new technologies that became available and can reduce the consumption of raw materials, energy, and natural resources, and minimizing discharges, and emissions;
- Adopting an environmental management planning;
- Preventing injuries, through a careful review of non-conformities, accidents, and near-miss;
- Involving workers in the implementation of the principles of environmental protection, with a special focus on reduction, sorting, and disposal of produced wastes
- Involving workers in the development of operational procedures to mitigate the risk for the health and the safety of workers;

The attainment and preservation of these objectives is constantly pursued through training activities and information provided to personnel at all levels.

By achieving these objectives, it is intended to create a company heavily focused on its customers, to increase its market effectiveness and make customer satisfaction its distinguishing feature in a highly competitive market.

Date: November 5, 2021

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