ITALIAN FASHION ENGINEERING

POLICY

ITALIAN FASHION ENGINEERING SRL - TESTING LABORATORY DIVISION

The Management of the Italian Fashion Engineering Srl laboratory, (hereinafter IFE laboratory), aware of the responsibility assumed in carrying out its technical activities, has defined this Policy as a reference document for its management system in compliance with the UNI CEI EN ISO/IEC 17025 standard.

IFE laboratory is committed to ensuring technical expertise, reliability of results and customer-oriented service, through compliance with the following fundamental principles:

1. Impartiality

IFE laboratory operates impartially, ensuring that all activities are carried out without undue commercial, financial, organizational or personal influences.

All technical decisions are taken in full autonomy, on the basis of objective and metrologically based criteria. Impartiality is constantly monitored through risk assessment. Each person involved in the laboratory's activities signs a Code of Ethics that binds them to respect impartiality.

2. Confidentiality

IFE laboratory protects with the utmost attention all the information provided by customers and acquired in the course of activities, including technical, commercial and personal ones.

All data are processed according to confidentiality criteria, in compliance with current legislation and contractual clauses. Staff are bound by the obligation of confidentiality even after any termination of the employment or collaboration relationship.

3. Technical expertise and reliability

IFE laboratory ensures that all activities are carried out by competent, constantly trained and updated personnel.

The tests are conducted according to documented, validated and technically appropriate methods. The equipment used is subjected to regular checks, calibrations and maintenance in accordance with metrological traceability requirements.

IFE laboratory also participates in interlaboratory tests and proficiency tests to monitor its performance and ensure the validity of the results.

4. Customer orientation and complaint handling

IFE laboratory is strongly oriented towards customer satisfaction, paying attention to the clarity of communications, compliance with delivery times and transparency of the activities carried out.

IFE laboratory adopts a structured system for detecting customer satisfaction, through questionnaires and moments of direct comparison. Each report, observation or complaint is handled in a timely, traceable and impartial manner, according to documented procedures, in order to ensure continuous improvement of the service.

ITALIAN FASHION ENGINEERING

5. Continuous improvement and compliance

IFE laboratory is committed to the maintenance and continuous improvement of the management system, through internal audits, management reviews, regulatory updates and customer feedback.

Management ensures that this Policy is understood, shared and implemented at all levels of the organisation, and made available to customers, partners and interested stakeholders.

Date: 07/01/2025

Signature: 