



### MISSION 愿景

***Hangzhou ROELMI HPC Biotech Co. wants to be the reference partner for the sale of innovative low environmental impact ingredients and finished products for Asia Pacific organizations in the cosmetics, nutraceuticals and medical devices market***

*杭州罗亚米生物科技有限公司希望成为在亚太地区市场销售化妆品、功能食品和医疗器械的创新型和低环境危害的环保型原料和成品合作伙伴。*

### POLICY 政策

In order to guarantee the satisfaction of the customers the activity of Hangzhou ROELMI HPC Biotech Co. is organized by a Quality System that is constantly updated to the requirements of the UNI EN ISO 9001 current edition.

为确保客户满意，杭州罗亚米生物科技有限公司的活动受质量体系的严格约束，该体系不断根据现行的 UNI EN ISO 9001 标准要求不断更新。

Furthermore, Hangzhou ROELMI HPC Biotech Co 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.

此外，杭州罗亚米生物科技有限公司认为，维持客户忠诚度的过程中一个关键要素是拥有专业的技术人员，能够识别并满足客户需求并提供及时的帮助。

#### **To achieve this goal, the Management commits itself to:**

为实现这一目标，管理层致力于：

- define the strategic and process objectives taking into account the context in which it operates, ensuring that these objectives are pursued and monitored;
- 考虑公司运营所处的环境，确定战略和流程目标，确保这些目标得以实现和监控；
- identify and understand the needs and expectations of all the interested parties involved in the activity of Hangzhou ROELMI HPC Biotech Co, in order to increase their satisfaction;
- 识别并理解与杭州罗亚米生物科技有限公司业务相关的所有方的需求和期望，以提高他们的满意度；
- plan the processes of the quality management system, evaluating related risks and opportunities;
- 规划质量管理体系的流程，评估相关风险和机遇；



- operate in compliance with environmental legislation, workers safety and health, internal regulations and all the requirements coming from contractual agreements with third parties;  
• 遵守环境法规、员工安全与健康、内部规定以及与第三方合同协议中的所有要求;
- maintain a suitable economic / financial structure through effective cost / revenue management;  
• 通过有效的成本/收入管理维持适当的经济/财务结构;
- guarantee the resources necessary to ensure the application of the principles of this policy;  
• 保证有必要的资源来确保本政策原则的实施;
- ensure that all the staff involved know and implement the policies and procedures of the quality management system in their work  
• 确保所有相关员工在工作中知晓并执行质量管理体系的政策和程序;
- ensure that all workers are trained, informed, sensitized, involved and consulted to perform their duties in compliance with the directives of the Organization and Management. 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.  
• 确保所有员工接受培训、知悉情况、增强意识、积极参与其中并得到指导，以遵循公司组织和管理层的指令履行职责，确保员工充分参与分享本政策及公司维护安全工作条件、保护环境和保证工作质量的目标”。
- ensure a constant professional growth of the staff through appropriate training interventions;  
• 通过适当的培训措施确保员工的持续专业成长;
- supply products meeting applicable laws  
• 提供符合相应法律法规的产品;
- constantly improve and innovate the products offered and services related to them to meet the needs and expectations of customers also with the support of the parent company, by focusing on specialities coming from biotechnology;  
• 在母公司的支持下，不断改进和创新所提供的产品及相关服务，以满足客户的需求和期望，专注于生物技术领域的特色;





- periodically identify the hazards related to company activities and internal and external context, analyzing the associated risks and evaluating the consequences
- 定期识别与公司活动及内外部环境相关的危害，分析相关风险并评估后果；
- consciously manage changes, with particular attention to the human factor and to the involvement of personnel at all levels in the logic of continuous improvement; for:
- 有意识地管理变革，特别关注人为因素以及各级人员在持续改进理念中的参与情况，以便：
- ✓ plan quality improvement in a continuous and systematic way
- ✓ 持续、系统地规划质量改进；
- ✓ assure to the customers the supply of qualified products and services and in accordance with the regulations in force, to achieve the agreed quality requirements and those of applicable laws also with the support of the parent company;
- ✓ 向客户保证提供合格的产品和服务，并符合现行法规，在母公司的支持下，达到商定的质量要求和适用法律要求；
- guarantee to customers the confidentiality of the data and information processed;
- 保证客户所处理数据和信息的保密性；
- share with all interested parties in complete transparency all the significant information for the quality assurance of the product/services and the end of its life;
- 以完全透明的方式与所有相关方分享所有对产品 / 服务质量保证及其生命周期结束至关重要的信息；
- establishing suitable communication channel with all the stakeholders and shareholders
- 与所有利益相关者和股东建立合适的沟通渠道；
- 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 quality management system;
- 确定评估业务流程绩效的指标并实施干预计划，旨在不断提高质量管理体系的有效性；
- review the policy and objectives to prove their continued suitability;
- 审查政策和目标以证实其持续的适宜性；
- adopt the NIP® corporate philosophy for its own part of competence and share it and disseminate it to all interested parties

- 在自身职能范围内采用 NIP® 企业理念，并将其分享和传播给所有相关方；
- make any possible effort to reach goals on sustainability and periodically divulgating its corporate social responsibility results to the stakeholders
- 尽最大努力实现可持续发展目标，并定期向利益相关者公布其企业社会责任成果。

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

管理层确保政策和目标在整个组织内得到传播和理解，使每个人都能参与并成为践行者。

Charles Diao

Country Manager



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CEO

