

INTEGRATED POLICY FOR QUALITY, ENVIRONMENT, HEALTH AND SAFETY

Our primary objective is to promote and consolidate the development and improvement of the Quality, Environment, Health and Safety Management System.

Senior Management gives importance to its staff and the technology of its systems to establish itself as a partner ready to meet customer needs.

The company is committed to pursuing and promoting sustainable success based on the protection of workers' rights, the reduction of environmental impact, the principles of quality, transparency and business integrity.

Senior Management undertakes to:

- ensure that the customer's requirements and those relating to the product are identified, defined and satisfied to increase customer satisfaction;
- measure customer satisfaction to control and improve it over time;
- develop a system of continuous improvement of the effectiveness of the Management System through the systematic application of what is prescribed in the Management System documentation;
- carefully check the context in which the organisation operates and evaluate the related risks and/or opportunities;
- provide safe and healthy working conditions appropriate to its nature and size, health and safety risks, environmental impacts, risks and opportunities in general
- meet legal requirements and other requirements
- eliminate hazards and reduce the risks
- protect the environment and prevent pollution
- promote consultation and participation of workers, removing any obstacles and/or barriers (linguistics, retaliation, practices that penalise or discourage participation)
- develop and pursue the continuous improvement of company performance, products and services while continually complying with functional safety in accordance with the provisions of the directives and regulations in force.

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The achievement of the set objectives is measured by analysing the progress of the following indicators:

- The trend of claims and customer satisfaction,
- The trend of product/process/system non-compliance (anomalies, accidents, injuries, occupational diseases),
- The trend of internal and external audit results,
- The trend of supplier performance,
- Specific trends related to each business process,
- The satisfaction of internal and external stakeholders.

The numerical objectives are established in specific improvement plans issued during the Management Review. These plans contain the measurement criteria, the necessary resources, the planning of development times, and are disclosed to all the people involved.

To ensure the activation, development and maintenance of the Management System, Senior Management undertakes to implement the organisational and relational conditions suitable for disclosing and making all staff understand the importance of the contents of the Company Policy and ascertaining its comprehension.

Senior Management urges all staff to join the initiatives already underway and those that will be launched through professional availability and commitment.

Management
