



Our primary objective is to promote and consolidate the development and improvement of the Quality, Environment, Health and Safety Management System, aiming at continuous growth, seeking to be standard setting in the design and production of valves for our sector.

Top Management relies on the enhancement of its entire staff and the technology of its facilities to establish itself as a partner ready to meet customer needs.

Top Management ensures commitment and professionalism to all staff, customers, suppliers and stakeholders.

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.

OUR VALUES



Group work



Commitment



Professionalism



Health and Safety





HEALTH AND SAFETY

In terms of health and safety, Indra S.r.l. is committed to:

- ✓ Maintaining and developing a system based on continuous and effective improvement through the UNI ISO 45001 standard;
- ✓ Disseminating and implementing the management system standard within the organisation;
- ✓ Carefully reviewing the context in which the organisation operates and assess its risks and/or opportunities;
- ✓ Planning improvement actions aimed at eliminating hazards and reducing risks, involving all stakeholders, also through consultation and participation of the workers' representative;
- ✓ Providing safe and healthy working conditions appropriate to its nature and size;
- ✓ Meeting legal and other mandatory requirements;
- ✓ Ensuring that all critical issues are promptly addressed and that appropriate improvement actions are taken to resolve or avoid their recurrence;
- ✓ Promoting worker consultation and participation, removing any obstacles and/or barriers (language, retaliation, practices that penalise or discourage participation);
- ✓ Identifying precise roles and responsibilities in Health and Safety;
- ✓ Identifying training needs and the consequent correct training to be delivered according to precisely defined training plans;
- ✓ Making available facilities and equipment that comply with current regulations, ensuring their maintenance in order to maintain their safety level over time;
- ✓ Ensuring through internal audits that all Health and Safety activities are carried out according to established criteria;
- ✓ Ensuring that outsiders, when present on Indra's property, adopt behaviour in line with company codes;
- ✓ Periodically reviewing the performance of the Management System.



ENVIRONMENTAL PROTECTION

For global sustainable development, everyone must play their part, and Indra S.r.l. strongly believes that it can make an important contribution to this goal and is committed to conveying this ideality to all internal employees and the entire supply chain. The commitment to sustainable development can be summarised as maintaining legislative compliance, continuous improvement and prevention, through:

- ✓ Maintaining a management system based on continuous and effective improvement through the UNI ISO 45001 standard;
- ✓ Optimal management of company waste, promoting recycling;
- ✓ The containment of noise pollution;
- ✓ The prevention of soil pollution;
- ✓ The control of water discharges;
- ✓ The control and improvement, where possible, of energy, gas and water consumption;
- ✓ The continuous involvement of internal staff with the aim of acquiring greater environmental awareness, recycling and recovery.

Indra S.r.l. recognises the weight and importance of climate change and the control of CO2 emissions as a global problem. Although it is not an energy-intensive company, it is committed to monitoring its performance and reporting the results in the Management Review phase, defining, where necessary and compatible with the continuity of economic development and company business, appropriate actions for improvement.



ENERGY

On the subject of energy, Indra Srl is committed to:

- ✓ Maintaining its technological systems in an optimal state to ensure their energy efficiency;
- ✓ Monitoring the development of new technologies and applying them where possible;
- ✓ Communicating to their workers the good practices to be maintained for the rational use of energy promoting sustainable behaviour;

- ✓ Constantly monitoring their consumption, implementing improvement actions where possible aimed at optimising energy resources.

QUALITY**QUALITY**

Top Management is committed to:

- ✓ Ensuring that customer and product requirements are identified, defined and fulfilled in order to increase Customer satisfaction;
- ✓ Maintaining and developing a system based on continuous and effective improvement through the UNI ISO 9001 standard;
- ✓ Maintaining product certifications: ATEX Directive, PED Directive, EAC, CRN, ensuring the excellence of our Made in Italy products;
- ✓ Measuring customer satisfaction in order to monitor and improve it over time;
- ✓ Promoting and pursuing the continuous improvement of company performance, products and services in compliance with functional safety in accordance with current directives and regulations.

The achievement of the set Objectives is measured by analysing the performance of the following indicators:

- Complaint and Customer satisfaction trends,
- Trend in product / process / system non-conformity (anomalies, accidents, occupational diseases)
- Trend in internal and external audits,
- Supplier performance trend,
- Specific trends relating to each business process,
- Satisfaction of internal and external stakeholders.

The numerical targets are set in special improvement plans issued during the Management Review, which contain the measurement criteria, the resources required, the time schedule for development, and are disseminated to all those involved.

In order to ensure the activation, development and maintenance of the Management System, the Top Management undertakes to create the organisational and relational conditions suitable to disseminate the importance of the contents of the Company Policy to all personnel and ensure their understanding.

Top Management urges all staff to join the initiatives already underway and those that will be launched with willingness and professional commitment



ETHICAL AND SOCIAL RESPONSIBILITY

In terms of ethical and social responsibility, Indra S.r.l. is committed to ensuring that all activities carried out within the organisation are carried out in compliance with national and international laws and the collective agreement relevant to its sector of activity and guaranteeing the following requirements:

- ✓ Discrimination: to not engage in discrimination of any kind;
- ✓ Child labour: to not use or support in any way any form or type of child labour;
- ✓ Forced labour: to not use or support any kind of forced labour;
- ✓ Health and Safety: to ensure a safe and healthy workplace for all employees in compliance with national regulations and the ISO 45001 standard;
- ✓ Working Hours: to work in accordance with the national labour contract and in compliance with Italian legislation;
- ✓ Remuneration: to respect workers' right to a decent wage;
- ✓ Disciplinary practices: to not permit the use of verbal and physical violence, mental or physical coercion, physical punishment.
- ✓ Ethics: to promote and disseminate the corporate code of ethics to all employees, to ensure the handling of ethical reports, to ensure that no disciplinary action or discrimination can be taken against the whistleblower;
- ✓ Workers: to treat all staff with dignity and respect;
- ✓ Training: to provide training for new staff and periodic training for existing staff.



INFORMATION SECURITY

On the subject of information security, Indra S.r.l. is committed to:

- ✓ Ensuring business continuity by establishing and implementing information prevention and protection procedures;

- ✓ Monitoring access to the headquarters and company premises, so as to ensure that it is granted only to previously authorised persons, to ensure the security of all areas;
- ✓ Ensuring a timely response to abnormal situations in information systems in order to nullify possible external attacks, guaranteeing information security;
- ✓ Safeguarding the privacy and protection of personal data managed by the organisation and third party collaborators.
- ✓ Ensuring adequate protection of corporate know-how by guaranteeing that access to it is only done by personnel with the appropriate qualifications.

The Management

