QUALITY, ENVIRONMENTAL AND HEALTH AND SAFETY POLICY

Our success is based on the concept of “total quality”, which comes from our commitment to continuously improving our products and the activities underlying all our company processes, through the identification, monitoring and periodic review of relevant internal and external factors, stakeholders as well as their respective needs, risks and opportunities and their related management, to support the Organisation in protecting its key business assets.

For the purpose of continuous improvement of company performance, we are committed to:
- ensuring that activities are performed and continuously improved in conformity with Customer requirements, in a sustainable and eco-compatible manner and with due attention to the health and safety of all stakeholders;
- operating in compliance with all the laws, standards and requirements governing the above matters and subscribed to by the Organisation, and systematically applying and improving the Quality, Environmental and Health and Safety Management Systems;
- improving processes and preventing environmental pollution and occupational accidents and illnesses.
- seeking new solutions able to use renewable energy (solar thermal, geothermal, etc.).

In setting improvement targets for company performance, we adhere to the following criteria:
- continuous monitoring of company activities with particular reference to conformity with product requirements, and with the measures identified for preventing the onset of hazardous situations for the environment and for the health and safety of workers and all other stakeholders;
- making the necessary interventions on plants, infrastructures and equipment, to ensure high levels of efficiency and effectiveness, environmental protection and the safeguarding of health and safety;
- promoting awareness-raising and info-training activities regarding customer satisfaction, product conformity, environmental protection, and safeguarding the health and safety of workers and all other stakeholders;
- promoting and maintaining relationships based on high levels of cooperation and transparency with employees, customers, suppliers, the community and institutions;
- improving the products and service offered with a view to increasing customer satisfaction;
- improving operational management with a view to continuously rationalising the consumption of resources, energy and the generation of waste;
- improving the protection of all parties affected by the hazards present within the company that cannot technically be eliminated, by using the best available technologies in the field of health and safety.

To determine whether performance targets have been attained, the following indicators are measured in the Systems Review phases:
- customer complaints trends and customer satisfaction trends;
- product/process non-conformity trends;
- trends in specific company process indicators;
- trends in water use indicators;
- trends in waste production and, particularly, process waste indicators;
- trends in energy consumption indicators;
- trends in internal audit results;
- trends in supplier performance;
- trends in emergencies and incidents;
- trends in occupational injuries and illnesses;
- specific trends in relation to the prevention and protection measures taken.

The numerical targets are established on the basis of the Improvement Plans issued in the Management Systems Review phases, which set out the measuring criteria, necessary resources and development time planning, and are disseminated to all persons involved.

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