

INTEGRATED POLICY: QUALITY, ENVIRONMENT, SAFETY

The integrated quality, environment and safety policy adopted by BERKEM wants to deeply impact on its business management system and meet customer expectations through the supply of products and services of higher quality and value, with full respect of the environment, safety at work and by preventing pollution created by its activities.

Our company aims at implementing this policy, through the following actions, committing itself to:

- a) guarantee the effectiveness and efficiency of the services offered so that they meet the contractual requirements, the explicit and implicit expectations of the client and the criteria established by the reference legislation, through the assignment of tasks, responsibilities and standardised working methods;
- b) improve the economic result of the processes with a consequent increase in the net profit margin;
- c) ensure the availability and visibility of the records, i.e. of all those data that constitute objective evidence of the service quality;
- d) promote the involvement, awareness and training of staff, in order to acquire awareness of the effects of their behaviour with respect to Quality, Environment and Safety in the workplace;
- e) measure the degree of customer satisfaction, both internal and external;
- f) select suppliers using criteria that include the assessment of their attention to quality, environment and safety issues in accordance with this Integrated Policy, and involving them in shared improvement initiatives that strengthen their qualification;
- g) strictly comply with all the mandatory requirements contained in the Legislative Prescriptions applicable to its activity;
- h) implement an environmental monitoring plan to prevent the environmental impacts of its activities;
- i) assess in advance the environmental impacts of any new activities or changes to existing ones;
- j) control the quantity and type of materials and resources used for the correct definition of environmental and safety indicators at work;
- k) scrupulously comply with legal obligations regarding HSW and, where laws and regulations lack, the Management undertakes to abide by the standards identified through the risk assessment of its activities;
- l) train and inform staff (with particular attention to new recruits) on issues relating to corporate safety and the risks associated with the activities carried out and on the related prevention and protection measures to be adopted in order to ensure the performance of their duties in safety;
- m) ensure that the entire company structure, in accordance with its powers and responsibilities, manages its activities with the aim of preventing accidents, injuries and occupational diseases;
- n) monitor potential emergency situations that may affect the environment and the health and safety of their workers and any other persons present, as well as consider the needs of external aid services and emergencies potentially arising from surrounding companies.

The Integrated Policy is distributed to all staff, internal and external, and is periodically updated in relation to changes in the organisation and within the review activities by the General Management.