

The Management believes that a precise knowledge of the organizational objectives transmitted to the various managers increases the possibility of achieving them and favors the creation of a shared continuous improvement path. For this reason it organizes meetings that aim to raise awareness and involve staff in the management policy for Quality / Environment / Safety.

The Management considers a priority to keep the organization's continuous improvement process alive, in particular by working on reducing waste and improving customer satisfaction.

Any reduction in company inefficiencies, from the unnecessary handling of materials to the non quality management cost, translates into a cost reduction, an increase in production capacity, a reduction in delivery times, an improvement in overall performance.

The choice to maintain the quality system certified according to the ISO 9001 standard is certainly consistent with the awareness that the monitoring of processes brings advantages in the services and products offered to the customer.

The Management is committed to administrate the organization with due attention to safety aspects and respect for the environment.

Consistently with this vision of ethical company, Thermokey has also certified the environmental system according to the UNI EN ISO 14001 standard.

This system has been integrated with the safety part according to the UNI EN ISO 45001 standard to ensure adequate control over the safety and health of workers and personnel who access their sites, as well as compliance with mandatory standards.

## THERMOKEY SPA GENERAL GUIDELINES

### 1. ATTENTION TO THE SAFETY AND HEALTH OF WORKERS AND OF EXTERNAL PERSONNEL

- implementation of all measures in order to prevent injuries and harm to workers and external personnel and commitment to the continuous improvement of health and safety at workplace
- training and raising awareness among the personnel on the correct use of their working instruments and of the PPE in use and encouraging them to promptly report any deficiencies and malfunctioning to the managers
- commit to maintain all working areas in order and clean and ensuring that the escape routes are maintained efficient and free
- providing visitors with information on the risks present in the company

### 2. WINNING CULTURE

- alignment: common values. meaning speed in understanding and communicating
- investing energy inside the organization in order to promote innovation. increase the number of people that are prepared to act once input is received. time spent for intervention, time for convincing, time to overcome the defences of those who hold back, delay time, is time that can kill
- results measurement: if you don't measure and communicate, you cannot improve and projects fade away
- discipline: shared values result in a coherent and expected conduct
- self-organized learning: through continuous improvements made in the field by the working group

### 3. IMPROVEMENT OF CUSTOMER SATISFACTION

- paying maximum attention to the market requirements and researching for "product solution" / "target price solution"
- enhancing service to the customer (use of appropriate software packages)
- demonstrating maximum sensibility towards customer's requests
- demonstrating excellent quality

### 4. OPTIMIZATION OF COSTS AND OF CONSUMPTION

- implementation of a strict methodology in purchasing management.
- constantly pursuing the objective to reduce internal defects and complaints, by involving and giving responsibility to the operators towards the solution
- managing natural resources rationally and sustainably, enhancing the employment and reducing waste
- optimizing the use of energetic resources, of raw and auxiliary materials

### 5. RESPECT OF THE REGULATIONS

- following applicable laws, regulations and normative on processes and products
- commit to develop and apply internal procedures and standards where such requisites are not present

### 6. MONITORING PROCESSES IN ORDER TO ACHIEVE ORGANIZATIONAL IMPROVEMENT

- aligning the organization through the sharing of common values
- identifying the critical issues related to the safety and health of workers and monitoring the performance
- storing, transporting and disposing of the residues of production activity in such way in order to protect the environment, the health of the employees and of the public
- monitoring and evaluating the effect of own activities on the environment
- considering, when projecting new products and processes and when introducing innovations, the environmental impact so as to minimize effects using the best available and economically feasible technologies
- favouring the rationalization of information and its flow in the company context
- constantly reviewing cycles and production phases
- clearly defining roles and responsibilities

### 7. DEVELOPMENT OF A TRAINING PLAN FOR THE PERSONNEL IN ORDER TO ACHIEVE APPROPRIATE SKILLS FOR EACH TASK

- designating adequate human and financial resources to the dissemination of this policy and also to the achievement of objectives, targets and of the quality program for the environment and safety
- identifying the training needs of each individual in relation to their function
- developing the collaboration and awareness of the managers for the definition of necessary resources to reach objectives
- creating the paths that lead to professional growth

### 8. ATTENTION TO MAINTAINING TURNOVER IN LINE WITH BUDGET

- constantly making market analysis
- developing / optimizing the product range and also after-sale services to the customers

### 9. ATTENTION TO CONTEXT AND INTERESTED PARTIES

- taking into consideration of the evidence that emerges from the analysis of the context and of the interested parties
- taking into consideration of the evidence that emerges from the process risk analysis