

Emak Management places critical emphasis on defining and implementing a policy for Quality, Ethics, the Environment and Safety that is commensurate which the overall aims of the organisation and consistent with its values.

This document collects and outlines all the policies introduced through the Emak Integrated Management System as drawn up by the General Manager and approved by the Steering Committee.

Through the Integrated Management System – which combines in a permanent and active fashion the three standards Quality Management System ISO 9001:2015; Ethical Management System SA8000:2014 and Environmental Management System ISO 14000:2015, optimizing the existing natural overlaps and interaction – Emak concentrates and maintains its efforts towards sustainable development in a far-reaching and coherent way.

The integrated policies are the basis to set new targets and essentially represent the point of reference for monitoring and ongoing improvement of the company's performance.

**Emak management undertakes to:**

- ❑ Empower and train our employees and make them aware of their environmental responsibilities, especially those involved in activities that have a significant impact on the Quality, Ethical and Environmental System. The aim is to get our own people involved in the Management System and to raise the awareness and participation of employees of other companies working for **Emak**;
- ❑ Ensure that all procedures, activities and production processes, the environmental aspects and the performance of the systems introduced are monitored closely through; regular planned audits, with an eye to guaranteeing continuous improvement and with the purpose of identifying any critical sectors;
- ❑ verify on an annual basis, the adequacy of the policy, the Risk Assessment of management system and the effectiveness of the Management systems, to be carried out during the review stage: and more specifically, through the evaluation of specific indicators; one can assess the results obtained, analyze the opportunities for continued improvement and define the objectives and goals that the Company intends to pursue in order to ensure the Policy is successful, thus outlining specific programs and setting aside the necessary resources to this end;
- ❑ distribute the Integrated Policies document to all stakeholders within and outside the organisation clients, suppliers, visitors, as well as all employees and all affiliated companies – through company information and training tools

In course of the re-examination, the Management annually reviews the present integrated policy and the various implemented system by analyzing the state of the performances through specific indicators; objectives and goals that Emak aims to achieve, are also defined.

Bagnolo in Piano (RE), 2018 November 28

## THE QUALITY POLICY

In **Emak** we are convinced that Quality: is not just an abstract concept, but is rather a way of guiding every action in the pursuit of our mission

The objectives of this mission are:

- ☐ **Satisfying end customers** by anticipating and exceeding their expectations
- ☐ **Creating value** for the benefit of shareholders and stakeholders (employees, suppliers, distributors and the community)

With these objectives in mind a series of Key Success Factor (KSF) have been established which represent the cornerstones of our Company strategy;

- ☐ product quality and innovation;
- ☐ level of service;;
- ☐ competitiveness;
- ☐ strengthening of the distribution network;
- ☐ human resources and customers relationship development..

We have gained a competitive advantage, which we intend to maintain and improve on, because we have always seen Quality as an ongoing contributor towards the full satisfaction of the client. This can be achieved by anticipating his need for products that are both innovative, safe and reliable, but also useful for the purpose for which they have been bought – and therefore easy and enjoyable to use – while also provided with an excellent pre and after sales service that guarantees the client's loyalty and accompanies him throughout the life cycle of the relationship that it has set up with us ("Customer Lifecycle").

From an **Emak** product clients expect this to happen every time and that every time the best value is granted (expected Quality and price correctly placed compared to the competition): to achieve this goal **Emak** intends to take action both on a project and on a process level, contributing, at the same time, to sustainable development. At **Emak** we believe Quality is the result of a joint effort: for this reason the principles and policies of **Emak** permeate all the Company Services and Functions of the mother company, the Group's companies (both production and commercial), the clients and the suppliers.

Al tal fine:

- ☐ To this end: . Emak **Management** and all company services/functions consider the correct application of this Quality Policy in compliance with the ISO 9001:2015 **Quality System to be a priority**;
- ☐ this Policy is in line and coherent with what is laid out each year in the Business Plan issued by the Company Management;
- ☐ the Management, in line with the previously outlined mission objectives, intends to handle the process that leads from the Business Plan to operational action: starting from Key Success Factors and then moving on to define the corporate and management objectives - quantifiable through Key Performance Indicators (KPI) and expected performance levels - it defines the activities for each individual resource (Working Plan);
- ☐ the Management further undertakes to identify specific Quality objectives during the regular review of the Quality System and the relative numeric indicators that can help to improve performance;
- ☐ the Management is aware of the importance of the contribution that all employees can provide in ensuring that the company objectives are pursued on a permanent basis, and provides Management and all the staff with the necessary input so that they may each constantly strive to maintain the focus of their activities on the previously established priorities;
- ☐ every Service/Function in Emak IT is directly responsible for the implementation of the various procedures or instructions that it is concerned with;
- ☐ the Quality System Manager has the authority and full responsibility to handle the Quality System and ensure it is abide by the entire organisation and to verify on an annual basis, together with the Management, the suitability of the policies
- ☐ **at least once a year the assessment of risks and opportunities to the system is updated by AQ and submitted to the approval of DG during the Re-examination phase.**
- ☐

## THE ETHICAL POLICY

In **Emak** we are convinced that a company can only achieve great results if it is supported by strong and positive values, such as those that spurred our founding members and that we have continued to cherish and foster over time.

In **Emak** the decision to voluntarily adopt a **Management System** compliant with the **SA8000:2014** standard was born out of the will to

establish, disseminate, certify and promote

the ethical thrust with which **Emak** develops its business both within the organisation and beyond it (even in the presence of production process relocation).

Fully aware of **Emak's** role within the social and economic context (both local and global), we effectively believe that undertaking to act as promoters of a responsible company culture is a way of contributing to the creation of value for the benefit of all interested parties.

The **principles** on which Emak's efforts in terms of Social Responsibility are based are:

- ❑ the appreciation of the value of human resources: **Emak views its own employees** as a strategic resource, guarantees full respect for their rights, supports their wellbeing and promotes their professional and personal development;
- ❑ the transparency of its relations with its suppliers, clients, the community and all interested parties: **Emak** promotes an open dialogue with its counterparts, holding their expectations in high regard and communicating in a clear way all choices and commitments the Company undertakes and its achievements in terms of social performance;
- ❑ consistency between values, strategies and practices: Emak undertakes to ensure that its Social Responsibility policy is understood and implemented by all personnel and undertakes to review it periodically with the aim of continuous improvement and based on changes to the System; Emak further undertakes to verify that this policy is complied with by all suppliers and is distributed to and shared with all levels of the "supply chain".

In order to ensure the compliance with the values and commitments the company has taken upon itself, as well as the correct implementation of its policy, **Emak** has introduced the following initiatives, designed to be effective both within and outside the organisation:

- ❑ implementation of a Social Responsibility Management System, compliant with SA8000 regulations;
- ❑ dissemination of the relative policy, commitments and results using all company communication channels (notice boards, Internet, Intranet, newsletters, etc.);
- ❑ specific training of personnel and suppliers; .
- ❑ ongoing monitoring of the System and of the personal conduct by means of regular and special audits;
- ❑ . drawing up of a report collection procedure (that may ensure employee anonymity) and verification of any violations to the regulation requirements, or to the company values and policies;
- ❑ .assessments and visits to the supplier's premises, in order to ensure that the entire supply chain undertakes to observe the regulation requirements and to implement actions over time to ensure continuous improvement.
  - ❑ [analysis / verification of internal and external risks to the company through the activity of the Social Performance Team that can somehow determine a drift to the system itself.](#)
- ❑

The Policy and the Management System developed and implemented by **Emak** guarantee – within the company and throughout the entire "supply chain" – the compliance with all the requirements envisaged by the SA8000 regulations, as well as national and international labour laws. **Emak** favours those suppliers who commit to complying with this policy and to gradually adapt the management of their own collaborators according to the provisions of the SA 8000 regulations.

## LA POLITICA AMBIENTALE

In **Emak** we feel obliged to give our contribution towards a sustainable development that can guarantee conditions of wellbeing for us and the community in which we operate, both in the present and for future generations by undertaking to respect the environment and all natural resources.

It was this belief that led us to implement of our own accord an **Environmental Management System (EMS)**, compliant with the standard **UNI EN ISO 14001:2015**. Our aim was to ensure that our interaction with the environment is controlled and continuously improved in terms of environmental compatibility, beyond compliance with reference standards and legislation.

In **Emak** we have established and intend to apply and maintain an effective EMS, in order to

identify, regulate, supervise, reduce

the most significant environmental impacts that may be produced by our activity, as related to our design processes, our production processes, our after sales service and the Company's economic objectives.

Specifically, our efforts currently focus on:

- ☐ rationalising and keeping under control the consumption of natural resources and energy;
- ☐ managing maintenance of equipment, machinery and systems;
- ☐ managing waste both on a documentational and operational level, with particular attention paid to a regular separate waste collection, the increase of waste recycling compared to disposal, the improvement of stocking criteria - identification - correct disposal - and the tendency to reduce the quantity of waste produced;
- ☐ carefully selecting the substances used, with particular emphasis on their relative environmental impact and the potential danger that the use of these substances may entail for our employees;
- ☐ controlling the atmospheric pollution connected with our production plants and the presence of substances that could be harmful to the ozone layer and responsible for the greenhouse effect in both air conditioning and cooling systems;
- ☐ controlling particulate air pollution resulting from cement-asbestos roofing; .
- ☐ preventing pollution of soil and subsoil caused by potential leakages of chemical substances used in the production process, or possible contamination by waste products.
- ☐ continuous research and implementation of technological solutions in the development of new products increasingly environmentally friendly and aimed at reducing polluting emissions and CO2 levels emitted in ATM;
- ☐ increase information and culture on end users on the disposal of the product at the end of life by differentiating its disposal
- ☐ at least once a year the assessment of risks and opportunities to the system is updated by AQ and submitted to the approval of DG during the Re-examination phase

in normal and exceptional circumstances (stoppages, start-up and maintenance), and in potential emergency situations.

**Emak Management**, in its ongoing search for technical solutions with reduced environmental impact (for both Emak IT sites), concentrates its efforts by providing all the necessary resources right from the early stages of product development.

Right from the design stage, the Company is committed to the use of increasingly eco-compatible materials, through research and innovation we are studied technical solutions which allow a reduction in polluting emissions, constantly increasing the percentage of recyclable components, and the sourcing and selection of suppliers who comply with environmental requirements; this particular outlook then impacts directly on all processes, right up to after sales service in service centres

For a continuous improvement, procedures, activities and productive processes. environmental aspects and performances of the adopted system are carefully monitored through specific audits planned annually in order to identify any critical point.

**Emak** favours those suppliers who show a particular awareness towards environmental issues and who are prepared to be involved in the ongoing improvement programs which **Emak** resolutely engages in on a daily basis.

## SAFETY POLICY

Emak Management aims to apply and put into practice the requirements specified by reference legislation concerning occupational health and safety, going beyond mere compliance with the law. To this end we strive for continuous improvement by involving and empowering all personnel, promoting every direct action so that processes and products do not pose risks to the health and safety of people and pursuing these objectives as an integral part of the strategic design within the scope of the general aims of the organisation.

Formalising this safety policy the Company therefore undertakes to guarantee its application and to::

- ❑ **operate** in conformity with laws, regulations and directives (national and European), the corporate policies including all agreements and commitments signed with stakeholders;
- ❑ **disclose** this document to all personnel by means of internal communication tools and externally via the Internet;
- ❑ **strengthen and improve** worker training and information activities, making all workers aware of the responsibilities and individual obligations of each person, as well as the importance of their actions in achieving the expected results;
- ❑ **promote** and implement interventions, methodologies and measures for the reduction of accidents, occupational diseases and the factors associated therewith;
- ❑ **develop** improvement programmes and **define measurable targets** within the context of safety organisation;
- ❑ **make** available APPROPRIATE human, material, professional and economic resources;
- ❑ **keep** up-to-date all procedures and operating instructions established to protect the health and safety of workers;
- ❑ **supervise** the work of contractors and non-employees, requiring compliance with safety laws in order to guarantee the occupational safety of internal, external and contractor personnel;
- ❑ **activate** appropriate channels for internal communication (e.g. with worker health and safety representatives) and external communication (e.g. AUSL, INAIL etc.);
- ❑ **conduct**, on a periodic basis, during the Integrated Management System Review, a Review of this policy in order to check its consistency and suitability with regard to the organisation and in order to verify the effective performance and formulation of new improvement objectives; ;
- ❑ **analyse** situations of potential risk, criticality or nonconformity which have been encountered, enabling the causes to be identified and developing corrective and preventive actions;
- ❑ **review**, on a periodic basis, the Risk Evaluation, independently of changes which may have occurred;
- ❑ **verify** that occupational health and safety is being managed correctly in the company by means of periodic audits conducted by an external body nominated by ODV within the scope of Model 231.

For the application of the principles and actions indicated in this policy the Company avails itself of the Health & Safety Manager (RSPP), nominated by the Management, and the contribution of all personnel (employees and non-employees) involved in the management of occupational health and safety.