

Policy Quality, Environment and Safety

Enertronica Santerno intends to create an enterprise that has in the attention to the Customer, in the continuous improvement of business processes and in the management of risks related to the operating environment in which it operates, mature and highly competitive, the fundamental characteristics of distinction. The guidelines identified by the Directorate for the relaunch and management of the company according to the industrial plan 2023-2024 are competence, reliability, the commitment for the Customer satisfaction, social responsibility, ethics, continuous improvement, the well-being of its employees in terms of health and safety and respect for the environment.

In specific way, the Customer satisfaction is measured based on how much the products and services offered are in line with their expectations through the periodic analysis of process indicators aimed at evaluating their performance.

To do this, Enertronica Santerno has identified three main axes on which to concentrate its resources:

- Smart Production: innovative and flexible production technologies that create collaboration between operators, machines and tools; cost reduction and expansion of the product range;
- Smart Services: advanced IT and technical infrastructures that allow to integrate systems, companies (supplier-Customer) and external structures aimed at providing flexible and reliable O&M services;
- Smart Energy: attention to energy consumption through the continuous improvement of systems and their performance.

Enertronica Santerno is aware that fundamental aspects in this development process will be:

- The identification of the risks (positive and negative) associated with the strategic and operational choices, in order to pursue a responsible management and sustainability of business life over time;
- The promotion of a corporate culture aimed at the growth of resources, to raise their awareness in the context of the Management System, the preservation of internal know-how as an inestimable wealth and teamwork;
- Promotion of a corporate responsibility as the responsibility of each employee as belonging to a single group of persons that constitute the company in its uniqueness and integrity;
- The protection of its employees by eliminating or, where not possible, reducing any possible risk to their health and safety at work, as well as creating a safe and healthy working environment;
- The creation and development of partnerships with national and international suppliers through systems of interaction and mutual support;
- The completion of acquisitions in complementary and synergistic sectors aimed at improving the efficiency of products and processes;
- The development of eco-sustainable policies and strategies to safeguard the environment and available resources, avoiding waste and pollution.

The Management undertakes that the achievement of the identified objectives in the fields of Quality, Environment and Safety is shared with all employees of Enertronica Santerno that actively participate in the continuous improvement of the System. To this end, it undertakes to take an active role in the promotion and guidance of all activities having an influence on the Management System, through the dissemination, at all levels, of the Policy and the periodic verification of its degree of suitability, the respect of the mandatory requirements and understanding and implementation through direct feedback and periodic reviews of the results collected.