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INTEGRATED POLICY

QUALITY SAFETY ENVIRONMENT

6	18/06/2020	Adaptation to UNI EN ISO 45001: 2018	RSQA	DIR
5	15/01/2018	Adaptation to ISO 9001:2015 and ISO 14001:2015	RSQA	DIR
4	01/07/2015	Integrated Quality Safety Environment System	RSQA	DIR
3	07/01/2013	Integrated Quality Environment System	RSQA	DIR
2	10/01/2012	New header	RGQ	DIR
1	07/05/2010	Adaptation to ISO 9001:2008	RGQ	DIR
0	02/01/2003	Issue	RGQ	DIR
Rev.	Data	Descrizione	Redazione e verifica	Approvazione

CIESSE COSTRUZIONI MECCANICHE

Address: Via J.F. Kennedy, 50063 Figline Valdarno (FI), ITALY

Phone: +39 (0)55 9544770 / +39 (0)55 952235 – Fax: +39 (0)55 9156070 – Website: www.ciesse.srl

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The Management of the CIESSE COSTRUZIONI MECCANICHE group is committed to achieving and maintaining the certification of its Integrated Management System for Quality, Safety and Environment according to the reference standards: ISO 9001; ISO 14001; ISO 45001.

QUALITY

The organization is committed to pursuing a policy, which places both internal and external customers at the centre of its activities.

The satisfaction of internal customers is reached with moments of verification and updating on themes related to the services / products offered.

The satisfaction of external customers is pursued by offering and adapting all the processes to their particular implicit and explicit needs, and monitoring both cultural progress and achievement of the results agreed during contractual phase.

The customer assumes a central role in the success of the CIESSE group, therefore it becomes important to know him thoroughly, provide services / products that meet his needs and create a high level of "Customer satisfaction".

ENVIRONMENT

The organization commits itself to respect the standards, rules, regulations and laws in the environmental field, to monitor the environmental impacts of its activities, to systematically search for a coherent, effective and above all sustainable improvement of its environmental performance, to prevent the pollution and to protect the environment.

HEALTH AND SAFETY IN THE WORKPLACE

The organization undertakes to comply with standards, rules, regulations and laws in the field of health and safety in the workplace, to monitor the relevant company processes for the purposes of health and safety in the workplace in order to reduce risk situations, to achieve the protection of health and safety of workers, preferring prevention to protection and collective protection to individual, ensuring maximum collaboration and support during the identification of the risk levels inherent in the work activity, providing cutting-edge technologies and constantly trained staff.

Furthermore, the Management commits itself with workers to continue to ensure safe and adequate work environments, specific training, availability to listen everyone's needs and requests, in order to make everyone understood and involved in pursuing this company policy.

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The Management is committed to taking an active role in the promotion and guidance of all activities having an influence on quality, on the impact that the whole organization can generate on the surrounding environment, on the health and safety of workers, through the diffusion at all levels of the concepts shown here and the verification of the results obtained.

The starting point for the implementation of these policies has been identified in the pursuit of the following goals, which the CIESSE COSTRUZIONI MECCANICHE group sets itself:

- **improvement of image and reputation on the market**, and therefore: increase in the number of customers, increase in turnover, territorial expansion of companies and entry into new market areas;
- **satisfaction of interested parties (employees, customers, suppliers)**, and therefore: achieving the budget targets, increasing the level of employment, salary improvements, constant reduction in the number of claims, high level of satisfaction with partnership agreements with suppliers;
- **compliance with explicit and implicit contractual commitments**;
- **care of communication towards the customer**;
- **adoption of the most modern customer support techniques**, which will be pursued through constant training of company management and employees holding positions of responsibility;
- **environmental respect and compliance with current legislation**, which will be constantly pursued by training and information activities for staff at all levels;
- **environmental efficiency of the processes** by carrying out audits to periodically check the environmental "performance" achieved by the management system;
- **search for the prevention of non-conformities**;
- **compliance with safety / health regulations in the workplace**, which will be constantly pursued through training and information activities for personnel at all levels;
- **elimination of any injuries and illnesses resulting from work activities** through careful and constant prevention activities;
- **reduction of the potential and real causes of accident** through corrective and preventive actions and through rigorous and timely training activity;

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- **increase of the consultation and participation of workers** in the identification of dangers, in the assessment of risks and opportunities, and in the determination of actions to eliminate the dangers and reduce the risks.

By achieving these targets, we intend to create a group of companies:

- focused on its customers, considering “customer satisfaction” the differentiating factor in a highly competitive market;
- oriented to protect the environment and to improve its environmental performance, continuously evaluating possible actions aimed at reducing the environmental impact of its activities;
- oriented to improve the health and safety levels of workers and work environments, through involvement, motivation and empowerment of internal staff.

These precise and measurable targets are reported in the Management Review and aimed at the continuous improvement of the organization.

A series of indicators are defined, constantly monitored and verified by Management to annually plan the new targets, which will be made known to all company personnel.

The Integrated Quality, Safety and Environment Policy is documented, implemented, kept active, communicated to all persons working for the organization or on its behalf and made available to all interested parties.

THE COMPANIES MANAGEMENT,

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