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The strategic input expressed from **DIPIETRO GROUP** Management arises from the following principle: the concept of competitiveness and integrated management in evolutionary terms must be related to the ability to better manage all the competitive leverages of every business area.

This concept finds expression in the Integrated Management System, which describes **DIPIETRO GROUP** Management and the following fields of application:

- **Design and integration of Analytical Systems for gases and liquids, construction of analysis cabinets, Fire & Gas and HVAC;**
- **Industrial Automation Systems;**
- **Design and supply of automatic lubrication systems, systems for online oil analysis, protective systems and diagnostic on rotating machines, Condition Monitoring systems;**
- **Supply of equipment for chemical analysis and “turnkey” laboratories including design, supply and installation services; supply of a wide range of instruments and workshops;**
- **Technical assistance activities in the field of machinery automation, laboratory and process equipment and instrumentation, field installation activities for all the systems supplied, including supply, detailed engineering and startup;**
- **Development of experimental projects for innovative technologies, in cooperation with the main Italian universities and research centers.**

Compliance with ISO 9001:2015 standard on company Quality System, ISO 14001:2015 standard on company Environmental Management System and ISO 45001:2018 standard, involves the following:

- To outline duties and responsibilities;
- To integrate the performance, safety and environmental factors into strategic decision-making choices;
- To optimize an initial analysis to be acquainted with the state of the art of quality, safety and environment, to be formalized where the standard or law require it, and to be taken as a basis for setting the system and the related objectives;
- To keep all processes under control, particularly the production one, identify and record every problem - represented by data and facts - and manage deviations from the standard through appropriate corrective actions, the implementation of which must be verified;
- To promote the preventive actions necessary to anticipate the occurrence of any qualitative, safety, environmental deviations from the standards of products, processes and systems;
- To maintain an adequate level of education and training of the personnel involved;



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- To maintain the right level of communication with the outside, through official declarations and the preparation of specific report analysis about energy, environmental impact, etc.;
- To constantly adapt the system (and therefore update the Integrated Manual and related documentation) to the evolution of the needs involved, and enforce the rules by all the personnel involved;
- To constantly involve the personnel in considering that the problems of quality, safety and environmental impact are everyone's problems, thus requiring the participation of all employees in the research and proposal of solutions, on the basis of their duties and skills, aiming at continuous and constant improvement of products, processes, services, working and environmental conditions;
- To involve the approved suppliers, with which promoting and implementing processes and procedures of mutual benefit, which shall be in line with the improvement criteria of the whole context concerning quality, safety and the environment;
- To consolidate each improvement solution adopted, verifying customers' satisfaction, whether internal or external;
- The commitment to maintaining compliance of company activities with the applicable mandatory requirements regarding workers' safety and the control of environmental impacts;
- The use of devices available on the market for the control of any chemical and biological risks associated with the activities carried out;
- The commitment to carry out waste management activities in an appropriate manner;
- The optimization of processes, the periodic control of the devices installed and the training of employees in emergency management;
- The commitment to continuous improvement of performance through the progressive adoption of the best technologies and management methods available for controlling environmental impacts;
- Transparently communicate the results obtained in terms of services provided, environmental impact and worker safety, through the periodic publication of a specific report.

DIPIETRO GROUP objectives are the following:

- **Improvement of company image and reputation on the market;**
- **The satisfaction of interested parties (customers, users, employees, suppliers);**
- **Compliance with explicit and implicit contractual commitments;**



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- **Take care about communication with customers;**
- **Customer care;**
- **The adoption of the most modern customer support techniques, which will be pursued through constant training and updating;**
- **Environmental protection and respect for current environmental legislation;**
- **Compliance with workplace safety regulations;**
- **The continuous improvement of company technical and organizational skills capable of reducing the environmental impact and risks associated with the activities carried out;**
- **The efficient management of vehicles in order to ensure drivers safety and that of operators transported;**
- **Identification and assessment of the environmental effects and risks due to accidents, potential accidents and emergency situations;**
- **The continuous improvement of working conditions and actions regarding workers' health and safety;**
- **Identify and appreciate employees who comply with safety regulations, so that the rest of the personnel is more interested and motivated to do the same;**
- **Make available selected tools, equipment and vehicles tested and subjected to regular maintenance in order to preserve their safety;**
- **Evaluate in advance the environmental impacts of new plants used and modifications of existing plants;**
- **Improve the management of waste produced, with particular attention to separate waste;**
- **Take the necessary measures to reduce the environmental impacts due to emergency situations;**
- **Control the consumption of water resources;**
- **Control the consumption of energy resources.**

The specific objectives will be yearly defined by company management and shared with all the personnel.

La Direzione
