

Integrated Policy, Quality, Environment and Safety

DECSA operates in the production of cooling towers and evaporative condensers for industry and private use, using the activity carried out by its employees located in the production plant in Voghera (PV).

The management of the company aims at balancing the search for competitiveness on the market and customer satisfaction with a policy of innovation and economic growth, respecting the environment and fully protecting the health and safety of its workers considering the impact of climate change.

As part of its intention to respect ethical principles and responsibility towards employees, customers, contractors, the population and the community, DECSA intends to devote its utmost efforts to continuous improvement within its Quality, Environment and OSH Management System in accordance with UNI EN ISO 9001, UNI EN ISO 14001, UNI ISO 45001 and Directive 2014/68/EU (PED), SOLAS 74 and CTI in order to:

- meet the needs of the Customer, based on the ability to understand and anticipate their needs and offer a service that meets not only their explicit needs, but also and above all their latent needs;
- protect the interests of Local Communities and, more generally, of civil society by actively collaborating with Authorities, Organisations and Local Authorities;
- comply with current environmental legislation and operate with the aim of reducing pollution related to their activities, to encourage the reasonable use of the resources at their disposal and to develop products with a lower environmental impact taking into account climate change;
- ensure the safety and health of its employees in the workplace by applying appropriate technical and organisational measures;

DECSA is committed to finding the highest product quality standards quickly and at the best market price, always operating in compliance with the protection of the environment and the health and safety of its employees. To this end, it has based its Integrated Policy on the following objectives:

- have a wide range of products always up-to-date and innovative for each Customer's need, with characteristics that minimise environmental impact and its climate changes, including through the improvement of machine yields using the detection data obtained from a dedicated test area;
- continuously enrich the quality of the services offered, also based on the specific needs of the Customer, aiming at satisfying their requests in terms of quality, punctuality, product, service, clarity of documentation and price;
- ensure the availability of a system for monitoring and measuring customer satisfaction in order to anticipate unforeseen events and errors through a strong involvement of the sales network;
- design, organise and implement the services in such a way as to meet the needs and expectations of its customers and taking into account the life cycle of the product, from the procurement phases to the final disposal of the product sold while respecting the environment;
- respect the laws and ethical principles towards employees, customers and the community;
- ensure the availability of means, tools, personnel suitable for the timely manufacture of the product and the maintenance and improvement of the Management System;
- ensure the involvement, consultation, participation and empowerment of personnel, including through adequate internal communication, information and training activities regarding the requirements of the System and the importance of their behaviour at work, in order to fully share this Policy and the defined business objectives and develop a culture oriented towards meeting

the requirements, preventing and maintaining safe working conditions and ensuring constant respect for the surrounding environment and the health and safety of the workers who work there as well as the local community that resides nearby;

- identify and analyse internal and external factors, whether positive or negative, that may be relevant to its strategic objectives and that may influence the ability to achieve the expected results, taking into account the context in which it operates and consequently address the risks and opportunities that arise, to increase the effectiveness of the system, achieving better results and preventing negative effects by assessing commercial and productive penetration in countries subject to import duties and also using the integrated relationship with suppliers of outsourced activities;
- improve internal and external communication and cooperation processes with customers and stakeholders, paying attention to feedback information including complaints, committing to their resolution with effective and efficient treatments, involving more production personnel and ensuring transparency regarding their environmental management performance;
- preventing pollution by paying the utmost attention to the environmental impact of their production activities, promoting the reduction of unnecessary consumption of resources, the differentiation of waste, both from the production cycle and from the personal activities of workers, and maximising the recovery of material to mitigate the effects of climate change;
- provide safe and healthy working conditions for the prevention of injuries, diseases and accidents and the elimination of risks and hazards;
- use qualified suppliers and gradually raise their awareness of the principles that inspire DECSA, respect and protection of the environment, attention to the health and safety of its workers and the quality of the products produced.

In carrying out its activities, DECSA considers it essential to fully implement this Integrated Policy, which is enunciated so that it is known, shared and supported by all employees, collaborators and suppliers and is accessible to the public and that it constitutes a framework for the definition and review of company objectives.

The commitments made with this Policy are pursued through improvement objectives, for the achievement of which the Management ensures all the necessary resources and support. The Organisation undertakes to constantly monitor the pursuit of these commitments, through scheduled audit cycles, the review of objectives and goals, the review of this Policy on an annual basis, and in any case whenever contingent needs make it necessary.

This Integrated Policy is advertised on the company notice board and made available to stakeholders through its publication on the website and, when requested, in paper form.

Voghera, 12-03-2025

Directorate General
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