



# COMPANY POLICY FOR QUALITY, ENVIRONMENT AND SAFETY

Codice:	M-DIR-05
Rev.	Data
4	31/01/2022
Pag.	Di
1	1

The main target is the complete satisfaction of the needs and expectations of the Customer and of the internal and external interested parties and the preservation, through the offer of our products and services, of a precise image of professionalism, efficiency and sustainability.

### In particular, the Management aims to:

- a) to improve the image of the company by increasing its number of customers and markets;
- b) to propose to the customer as a partner in order to fully identify their needs and expectations, as well as to satisfy them through the service and product provided;
- c) to improve the technical level and quality standards of our product / service;
- d) to apply the requirements of the integrated management system, in compliance with the standards: UNI EN ISO 9001: 2015, UNI EN ISO 14001: 2015 and UNI EN ISO45001: 2018 which have in common, as a starting point, the analysis of the context internal and external and related stakeholders, the mapping and weighting of risks and opportunities associated with the activities carried out by PETROSTAR;
- e) continuously improve the Quality, Safety and Environment Management System (SQSA) through the cycle of continuous improvement;
- f) strictly comply with the mandatory product and service requirements and current legislation on Health and Safety of Workers and environmental protection;

### The achievement of the above is achieved through:

- I. rigorous compliance with the contractual requirement agreed with the customer detectable through the analysis of the causes that generated any complaints and through the analysis of data from monitoring customer satisfaction;
- II. the implementation of effective and efficient communication process for internal and external information flows;
- III. strict compliance with the rules and laws on environmental protection, workplace safety and worker health protection;
- IV. identification of risks and opportunities and related containment-improvement actions;
- V. carrying out constant training of the staff, so that they become aware of the role they hold and actively contribute to the improvement of their own and other workers' Quality, Health and Safety, as well as respect for the environment;
- VI. the creation of a value chain with service providers;
- VII. the identification and transfer of formal powers in the field of Health, Safety and environmental protection;
- VIII. effective prevention and protection activities aimed at eliminating accidents and occupational diseases;
- IX. the use of processes, materials and technologies that can avoid or reduce the risk factors of environmental pollution and aim at optimizing the consumption of raw materials and maximum energy efficiency;
- X. the registration of the non-conformities through established procedures and the identification of corrective actions;
- XI. verification through internal audits and continuous monitoring of regulatory compliance, adequacy, effectiveness and updating of the SQSA;
- XII. the availability and visibility of data records which constitute objective evidence of the quality of the product / service and performance in the environmental and safety fields;
- XIII. the review of the SQSA, carried out at least annually.

### The Management therefore undertakes to:

- involve the staff in order to make them understand how the SQSA is an integral part of the business processes and is indeed the main development tool;
- promote the Risk Based Thinking approach among its employees as a planning and improvement tool and is committed to:
  - ✓ comply with mandatory environmental and Health and Safety regulations and apply and enforce them effectively;
  - ✓ protect the environment, through careful waste management and verification of compliance with mandatory regulations by internal and external interlocutors.

The SQSA Policy is reviewed during the Management review to verify its continuing adequacy.

The Management communicates this Policy to collaborators also by posting a copy inside the work premises and communicating its content to external interested parties through the website.

La Direzione

**DAVIDE GIROTTI**

Data 31/01/2022