

POLICY FOR QUALITY, SAFETY AND ENVIRONMENT

Who we are and why this policy exists

LAE Electronic S.p.A. has designed and manufactured electronic controls, human-machine interfaces, sensors and monitoring systems for refrigeration, air conditioning, cooking and baking since 1973. Our products are not seen: they sit inside our customers' machines and determine how they work, how much energy they use and how reliable they are throughout their life.

This is why we have a Quality Management System. A manufacturer that integrates one of our controls into its own machine entrusts us with part of its reputation: it must be able to rely not on the goodwill of individuals, but on a way of working that is defined, verifiable and consistent over time.

The commitments that follow, however, concern the way we intend to work as a whole, and they apply even where no standard requires them of us: we make them because we believe them to be right, not because someone certifies them.

Our commitments

Quality and customer relations

We commit to understanding customer requirements before accepting them, to confirming only what we are able to do, and to doing it within the agreed time. We regard a complaint or a return not as an incident to be closed, but as information to be fed back to design and production.

We measure product conformity and delivery punctuality, and we report on them at management review.

Design, technology and intellectual property

The ability to design products to Customer specification is what sets us apart. We commit to maintaining it by investing consistently in research and development, in in-house laboratories and in the skills of our people.

The technical information that our customers entrust to us in shared projects is their property. We commit to protecting it with the same rigour we apply to our own, and not to use it for purposes other than those agreed.

People, health and safety

No production, cost or delivery objective justifies exposing a person to an avoidable risk. We commit to providing safe and healthy working conditions, to eliminating hazards and reducing risks to health and safety, and to preventing work-related injury and ill health.

We commit to consulting workers and their representatives and to encouraging their participation: whoever carries out an activity knows its risks better than whoever describes it. Reports of hazardous situations and near misses are welcome and carry no consequences for those who make them.

Environment

The most significant environmental contribution we can make is not in our plant: it lies in the energy consumption of the machines our controls govern. We commit to developing solutions that reduce the energy consumption of the equipment on which they are installed.

We also commit to protecting the environment and preventing pollution in our activities: correct waste management, control of the substances used, efficient use of energy. The construction of the new site is an opportunity to design these safeguards from the outset, rather than adapting them later.

Information security

Our products are increasingly connected and our processes depend on information systems. We commit to protecting the confidentiality, integrity and availability of company information and of the information entrusted to us, and to ensuring business continuity in the event of an incident.

Gender equality and inclusion

We commit to ensuring equal opportunities in recruitment, pay, training and professional growth, and to maintaining a workplace free from discrimination and harassment. We commit to measuring the real situation with objective indicators, acting on deviations and providing a secure reporting channel.

Suppliers and the value chain

We select suppliers by assessing their ability to meet requirements, not on price alone. We pass on to them the applicable quality, environmental, safety and confidentiality requirements and we verify compliance.

Compliance and improvement

We commit to meeting the legal and other requirements applicable to our products, our activities and our workplaces, and to continually improving the Quality Management System and its performance.

What we ask of everyone

To whom	What
Top Management	Assign the necessary resources, decide on priorities, lead by example in complying with the rules of the system
Function managers	Apply, and ensure the application of, the procedures within their own processes, report what does not work, propose improvements
All workers	Work in accordance with the instructions received, use protective equipment, report anomalies, hazardous situations and opportunities for improvement
Suppliers and contractors	Comply with the contractual requirements and the rules applicable in the organization's workplaces

Dissemination and review

This policy is communicated to all personnel, is posted in the workplace and is made available to external interested parties through the company website and on request.

It is reviewed at least once a year at management review, to verify its continuing suitability, and in any case whenever there is a significant change in context, organizational structure, scope or adopted standards.