

BAXISPA

Quality, Health, Safety and Environment Policy Statement

BAXI is a multinational company which operates in an international market, recognized by its customers for the reliability of its products. In addition BAXI has been a key fixture in Bassano del Grappa since 1925, and is both a resource and an important focus for the development of the territory.

BAXI aims to offer its clients unique and complete solutions for heating and cooling providing high efficiency and low environmental impact, and distinguished by safety, advanced technology, intelligent management ease of use and optimization of consumption.

Over the years we have become aware that whilst it is important that all our actions meet economic goals, it is also necessary to take into account the impact on both the communities and the environment in which it operates.

The adoption of ethical principles, respect for the health and safety of people, the sustainable use of natural resources and environmental protection, are the main points of our company policy, which constitute an integral part of all aspects of our business, allowing us to offer products and services which are technologically innovative yet preserving resources for future generations.

The systematic approach to problems is the method by which Baxi ensures the application of these principles.

The principle of continuous improvement that regulates the process analysis, planning, and monitoring of activities is based on the Integrated Management System that meets the requirements of international standards ISO 9001 (quality), ISO 14001 (environment) and OHSAS 18001 (safety).

Continuous improvement is the key element of BAXI's ability to pursue sustainable development of its business.

Our principles:

- **Innovation:** ability to anticipate and interpret the demands of our customers;
- **Agility:** ability to quickly adapt and orient the organization with respect to market developments;
- **Involvement:** of all the resources available for the sharing of knowledge and experience;
- **Competence:** constant attention to the development and updating of knowledge to better support our customers;
- **Quality:** reliability and safety of the product and advanced performance;
- **Health and Safety:** through the respect of the health and safety of those who work with us;
- **Sustainable development and environmental protection:** through the rational use of resources and the reduction of impact in industrial processes and in the product itself.

Our vision:

- Attention to customer needs;
- Excellent product quality and performance to exceed the expectations of our customers;
- Services to our partners to increase their knowledge of products;
- Involvement of suppliers in the development and manufacture of products;
- Safe and healthy working conditions for all those who work with and for us;
- Zero accidents;
- Responsible use of natural resources;
- Sustainability and environmental ethics in everything we do

Commitments:

- Creating products which are safe for their intended use, conserving energy and materials, preventing pollution throughout the life cycle of the product;
- Ensuring product quality through the involvement of suppliers in the development process of the product;
- Providing support services and training to our partners;
- Managing production processes efficiently and with the utmost respect for workers and employees;
- Ensuring that all employees are aware of their role and their responsibility to respect and support the environment and to share the policy, systems of quality management, health and safety;
- Controlling processes and performance through continuous monitoring and comparison with our objectives and targets;
- Promoting communication and the sharing of knowledge about ethics, the environment and safety;
- Providing resources, training, equipment and support for the implementation of this policy;
- Continuously improving our performance and actively managing the risk in our business;
- Conforming to local laws and applicable regulations.

This document describes the strategy of BAXI, and is periodically updated by the management who are committed to the realization of this policy.

Bassano del Grappa, 9th April 2015



Alberto Favero
Managing Director