Integrated Policy of Quality and Environment

DECSA manufactures cooling towers and evaporative condensers for industrial or private purposes through the activity of its employees working in the manufacturing facility at Voghera (Province of Pavia).

The company's management aims at reconciling the search of competitiveness on the market and the client's satisfaction with its own policy on innovation and economic growth based on environment protection.

As part of its commitment to the ethical principles and the responsibility towards employees, clients, contractors, people and local communities, DECSA is committed to continuously improving the Quality and Environmental System, in compliance with the standards UNI EN ISO 9001:2015 and UNI EN ISO 14001:2015, the Eurovent certification for the TMA-EU series and the Directive 2014/68/UE (PED), in order to:

- Meet the clients' needs using the capacity of understanding and anticipating their necessities and offering a service which not only meets their explicit necessities but also their latent ones;
- Protect the interests of local communities and, in general, of the civil society, by actively collaborating with national and local authorities and organizations;
- comply with the current environmental legislation, reduce the pollution connected to its own activities, encourage a reasonable use of the resources at its own disposal and develop products with a lower environmental impact;
- Guarantee the safety and health of its own employees in their workplace by applying the necessary technical and organizational measures.

DECSA is committed to searching the highest quality and environmental protection standards rapidly and with the best price in the market, and to this end it has created its own Policy on Quality and Environment based on the following objectives:

- Put at the client's disposal a wide range of products, always updated and innovative, with features designed to minimize the environmental impact also through the improvement of machine yields using the data collected at the specifically dedicated testing area;
- continuously enrich the quality of the services offered on the basis of the specific needs of clients and aiming at satisfying their requests in terms of quality, punctuality, product, service, clarity of documentation and price;
- Guarantee the availability of a control system to measure client's satisfaction, in order to anticipate any unforeseen events and errors through a strong involvement of the sales network;
- design, organize and create services thought to satisfy the client's needs and expectations, taking into consideration the product's life cycle, from the supply phases to the final disposal of the product itself sold in compliance with the environmental regulations;
- Comply with the laws and ethical principles towards employees, clients and communities;
- Guarantee the availability of means, tools, personnel suitable to the timely product manufacture and the maintenance and improvement of the Management System;
Ensure personnel involvement, participation and accountability, also through adequate internal communication, information and training activities on the System’s requirements and the importance of the employee’s behavior during manufacture, in order to fully share the current Policy, the quality and environmental goals defined and the development of a culture that aims at meeting the necessary requirements, at preventing and maintaining safe working conditions and at fully complying with the current environmental regulations;

- Identify and analyze internal and external factors, be them positive or negative, which might be relevant for its strategic goals and that might impact its capacity of obtaining expected results, taking into consideration the context in which it operates and consequently addressing the risks and opportunities that arise to increase system efficacy, achieving better results and preventing negative effects, evaluating market and industrial penetration in countries subject to tariffs and using an integrated relationship with outsourcing activities suppliers;

- Improve internal and external communication and cooperation processes, both with clients and parties concerned, by focusing the attention on any feedback including complaints, committing oneself to their solution with efficient and effective treatments that require an increasingly higher involvement of manufacturing personnel, and ensuring transparency in terms of performance of environmental management;

- Prevent pollution by paying maximum attention to the environmental impact due to its own manufacturing activities, promoting unnecessary consumption of resources and waste sorting, from both manufacturing cycles and personal activities of employees, and maximizing material recovery;

- Use qualified suppliers and progressively make them aware of the importance of sharing the principles that inspire DECSA, in other words the respect and protection of environment, the health and safety of employees and the quality of the products manufactured.

DECSA believes that it is pivotal for the implementation of its own activity to fully apply the current Integrated Policy on Quality and Environment, which is declared and supported by all employees, collaborators and suppliers, easily accessible to the public, and representative of a reference framework for the definition and re-examination of corporate goals.

The commitments undertaken with the current Policy are pursued though specifically designed improvement goals, the implementation of which is ensured by the Management by making available all the necessary resources and support.  
The organization is committed to constantly monitoring the pursuit of these goals through programmed audit cycles, the re-examination of goals and targets, and the revision of the current Policy on an annual basis and in any case each time the contingent needs make this necessary.

The current Integrated Policy is posted on the corporate notice board and made available to the parties concerned by posting it on the website and, when required, by distributing paper copies.

Voghera, 01-03-2018

The General Management

Dr. Nicola De Cardenas