

The Management of Industrie Ceramiche PIEMME S.p.A. has always believed that the Quality of its service is at the bottom of the business success of the Company and has always been convinced that the protection of the Environment must be something that evolves hand in hand with the company's business activities.

The Management has therefore deemed it useful to set up, maintain and document an integrated Management System, in compliance with the UNI EN ISO 9001 standard and with the UNI EN ISO 14001 standard.

The goal of Industrie Ceramiche PIEMME S.p.A. is to constantly upgrade its Management System and reduce to the utmost the environmental impact of its business activities.

To ensure the application and the maintenance of the requisites making up the Management System, the management invites all the personnel of Industrie Ceramiche PIEMME S.p.A. to contribute, each to the extent to which it is concerned, to achieving the goals set in this declaration. The Management System therefore calls for everyone to be trained to correctly perform their duties and demands the full participation of everyone.

Goals of the establishment and implementation of the Management System:

- to supply products and services which fully satisfy the requirements, needs and preferences of Customers and are in compliance with applicable standards;
- to develop skills and efficiency, in providing the service;
- to minimize and monitor, with continuity, the quantities and causes of Nonconformities (including claims) and thus ensure a precise and punctual service.
- to conceive, develop and manage the provision of the requested service, in a perspective of prevention and reduction of potential negative effects for operators and the environment, providing Customers with prompt assistance;
- to ensure constant commitment for a concrete and continuous improvement of its environmental performance, so as to be able to reduce causes of pollution whenever possible.

During the recurring Review, the Management takes on the duty of defining the short-term goals, measurable and consistent with the above-mentioned general goals.

REVISION LIST

Rev	Date	Description of last amendment	MAN. signature
0	30/01/2014	First issue	
1	08/04/2015	Approval of Chairperson of Board of Directors	
2	06/03/2017	Standard reference update	