

L.P. Spa 's activity has been focused, since its foundation in 1977, on manufacturing of welded pressure equipment, coils and modules for petrochemical plants and steam generators, extended surface pipes (finning, studding), air exchangers and LNG vaporizers, tubular systems (cold collectors and Inlet systems for reforming plants).

As a strategic choice, the Management has adopted and still promotes the implementation by the whole organization of a Corporate Policy, which puts the Quality, as well as Health and Safety culture, at the highest level, to increase Customer 's satisfaction and guarantee growth of technology and human resources, to provide best workplace health and safety conditions, to achieve a continuous improvement of its organization both in terms of quality, safety and finance.

For this purpose, the Management invites all the staff from every level to implement its own Policy, as laid down in the Management System, within their competences and responsibilities and verifies that each employee is involved and conscious of its own role to reach the Quality, Occupational Health & Safety Management System and Production targets and their continuous improvement. To implement this policy, L.P. S.p.A has defined following crucial points:

- 1.** The economic and financial context
- 2.** Customer Satisfaction
- 3.** Increase productivity
- 4.** Technological growth and human resources
- 5.** New Occupational Health & Safety Management System
- 6.** Growth of environmental awareness

In detail, the Management here below individually explain each single crucial point:

**1.**The economic and financial environment is the component which will plan long-term strategies focusing on Growth and on the short-term ones focusing on Productivity.

**2.**Customer satisfaction is recorded by monitoring their level of satisfaction and loyalty, while ensuring that the following activities are achieved:

- Product quality improvement
- Respect of deliveries
- Reduction of total costs
- Reduction of direct and indirect costs
- Reducing machine stops/failures
- Find turnkey solutions to satisfy client by providing multiple engineering services which cover all their pre-after sales needs.

**3.**Increasing productivity is an important indicator of the relationship between customers and financial results. The actions promoted by LP. S.p.A are:

- Manufacture and deliver products and services to customers always in line with market technological demands;
- Establish and strengthen relationships with old and new customers;
- Develop new products and services;

- Adapt to social regulations and expectations.
- Foresee any necessary action with appropriate risk analysis of production processes.

**4.** Technological growth and human resources potential are guaranteed through a training and technological growth plan for the development of knowledge of the individual and the company complex. Normally, these training and investment activities, although not resulting immediately in a reduction of general and specific costs, will lead to a development in competitiveness and management in the long run, increasing profitability and granting image improvement towards customers for the know-how acquired.

The enhancement of this action will focus on the following points:

- Human capital: capacity, talent and knowledge of workers
- IT capital: basic data, IT systems, network and technological infrastructure
- Organizational capital: culture, leadership, teamwork and managerial knowledge

This activity therefore assumes the following improvement goals:

1. Investments on human resources;
2. Investments on IT information Technology, infrastructure and modern technologies;
3. Continuous learning, organizing strategical team working. (strategy maps)

**5.** The implementation of New Occupational Health & Safety Management System implies definition and monitoring of following points:

1. Satisfy all legal and other requirements deemed necessary by the organization
2. Implement all necessary activities to remove workplace hazards and reduce risk
3. Emphasize importance of employee's involvement through their representatives

**6. Growth of environmental awareness**

The organization, in its continuous improvement work, wants to increase its sensibility towards environment by moving its first steps towards greater focus on energy consumption of its plants. Therefore, the ongoing activities are aimed at finding solutions which will lead to energy saving.

Quality creates reputation and reliability in L.P. S.p.A., therefore the commitment of all staff is required to grant that the Policy is transposed, implemented and disclosed. The company policy guidelines are enforceable through the Quality Occupational Health & Safety Management System in compliance with applicable laws and regulations, as well as the voluntary standard UNI EN ISO 9001:2015 and UNI EN ISO 45001:2018.

Venegono Superiore (VA), 20/01/2022

The Chairman

