



**Lokhen S.r.l.** is every day more and more committed to satisfy the needs of customers.  
The company mission of **Lokhen S.r.l.** is defined by following targets:

**General Quality targets:**

- Providing high quality products, which satisfy all the customers' expectations in terms of PERFORMANCE, QUALITY, RELIABILITY and EFFECTIVENESS;
- Providing products, which continuously improve the image of Lokhen S.r.l. in the national and international market;
- Providing products, which satisfy the regulatory requirements of the customers and of all interested parties.

**General Environmental targets:**

- Taking care of the surrounding environment and maintaining a good relationship with people living around the manufacturing plant;
- Making every possible effort to protect the environment;
- Following a policy of continuous improvement of its environmental performances, minimizing, where technically possible and economically sustainable, any negative impact of its activities on the environment;
- Carefully monitoring the environmental impacts of all processes (internal processes and/or other somehow related processes);
- Carefully implementing pollution prevention;
- Raising awareness among suppliers of goods and services about the contents of the Environmental Policy;
- Eliminating or reducing emissions, discharges and waste, implementing the technological processes which have the best environmental impacts in technical and economic terms;
- Evaluating the environmental aspects of operating activities and implementing management procedures to ensure that plants and processes may achieve the highest level of environmental protection;
- Implementing employee training programs to promote initiatives aimed at protecting the environment;
- Using eco-friendly products, where possible; applying life cycle assessment techniques;
- Fulfilling the environmental obligations.

This policy was issued considering the context where LOKHEN operates and its mission (see web site):  
*Excellence in quality and best functionality.*

The considered context focuses on:

- the national and international market
- the type of market, related to the automotive sector
- the type of customers,
  - truck&trailers
  - manufacturing companies
  - distributors and bodybuilders
- the type of manufacturing process
- the employed materials
- the type of employed machinery and plants
- the human resources employed
- the know-how and the organisational knowledge
- the suppliers and consultants
- the territory and the cultural context where the company operates.

To achieve these targets **Lokhen S.r.l.** has implemented an integrated Business Management System which complies with UNI EN ISO 9001, UNI EN ISO 14001 and IATF 16949 :2016.



The aim of this System is to comply with the requirements of the above listed points, as a means to satisfy both the organizational needs of the company and those of the “customers” and the Stakeholders.

In particular, **continuous improvement goals are periodically formulated.**

These goals, defined by **the General Manager with the assembly of associates**, are documented and all interested parties are then appropriately informed. The business goals, in accordance with scientific and technological progress, are then applied to all the activities and processes of the facility.

Everyone, within the scope of their respective competences, has to consider **Quality and the care of the environment** as issues of primary importance and as integral parts of their work activity. All employees are encouraged to make improvement suggestions concerning their own work.

The senior management **is committed to provide** the necessary resources for an appropriate personnel training and for an efficient maintenance of the integrated System, in order to reach the highest levels with regard to the achievement of economic results and of maximum employee satisfaction.

In particular, a Senior Management representative holds the position **of Head of the Business System**. He must ensure an efficient management of the implemented Integrated Business System, interacting with suppliers, employees, customers, Certification institutes and all interested parties.

This policy must be reviewed periodically, in order to continuously improve it, taking into consideration changes in legislation and the requirements of its own code of conduct.

This policy must be distributed to all the **Lokhen S.r.l.** staff through bulletin board postings and training activities and it is available to the public, in an effective form and style, in every possible way of communication, and at all times when required.

**Preparato da:**

Direttore Generale

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**Accettato da:**

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