

Integrated Management System

PASELL

Context of Organization

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REVISION

This document is reviewed to ensure its continuing relevance to the systems and processes that it describes. A record of contextual changes is given below:

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EXECUTIVE BOARD**Francesco Amitrano****Roberto Amitrano**


The signatures above certify that this document has been reviewed and accepted and demonstrates that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

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SCOPE OF THE DOCUMENT

The main purpose of this document is to provide the **PASELL Family of Companies** (hereinafter referred to as **PASELL**) with a complete framework that allows it to understand the whole organization and its context to:

- define the organization's goals and intended outcomes,
- determine internal and external factors,
- identify stakeholders and their requirements, and
- define the Integrated Management System's scope.

PASELL core business is the engineering and manufacturing of components (concrete, iron and plastic) mainly concerned for White Goods Industries with production facilities in four countries:

- **PASELL ITALIA S.r.l.** based in Forino (AV – Italy)
- **PASELL SLOVAKIA s.r.o.** based in Poprad (Slovakia),
- **PASELL Beyaz Eşya Yan Sanayi ve Ticaret A.Ş.** based in Manisa (Turkey),
- **PASELL Polonia Sp. zo. o.** based in Blok Dobryczyce (Poland).

REFERENCE STANDARD, NORMS AND DOCUMENTS

- **ISO 9000:2015** – *Quality Management System - Fundamentals and vocabulary*
- **ISO 9001:2015** – *Quality Management Systems - Requirements*
- **ISO 14001:2015** – *Environmental Management Systems - Requirements with guidance for use*
- **ISO 45001:2018** - *Occupational Health and Safety Management Systems - Requirements with guidance for use*
- **ISO 31000:2018** – *Risk Management – Principles and guidelines*
- **ISO 26000:2010** – *Guidance on Social Responsibility*
- **Process cards**
- **Customer specifications**

DEFINITION

This document does not introduce any new definitions but rather relies on the following:

1. definitions typically used by our Customers, Stakeholders or Marketplace;
2. terms typically used in standards and regulations as they relate to our IMS or products;
3. standard business terminology;
4. terms and vocabulary commonly used in quality, environmental and engineering practices.

APPLICATION

This document is valid and applies to all the Companies of **PASELL**.

LIST OF ABBREVIATION

TM	Top Management
TID	Technical and Industrial Direction
FAD	Financial and Administrative Direction
SPD	Sales and Purchase Direction
IMS	Integrate Management System
CEO	Chief Executive Officer
GD	General Director
PM	Production Manager
QM	Quality Manager
BaP	Buy and Purchase
ACC	Accounting
HRM	Human Resource Manager
QC	Quality Controller
MR	Management Review
CA	Corrective Action
PI	Performance Indicator
CAP	Corrective Action Plan
PRCW	Production Counterweights
PRPL	Production Plastic
IA	Internal Audit
EMS	Environmental Management System
H&S	Health and Safety
R&D	Research and Development
SED	Data Management System

1. INTRODUCTION

PASELL is a leader in the engineering and manufacturing of components in concrete, iron and plastic, mainly concerned with White Goods Industries. Over the years, the Company has pursued a development path of internal skills and competencies that has enabled it to become a strategic partner in delivering products and services.

Customers ask us to be supported in the design and development of new products and technologies needed to meet the needs and demands of an ever faster and more responsive market. In parallel to the development of the production process, the Company has also created an internal operative structure dedicated to the development of new products and processes, starting from reverse engineering, through additive manufacturing to the realization of prototypes and final products.

The three main product lines (design, project and manufacturing) are:

1. **Concrete Production:** the core business of the Company, for the realization of counterweights for washing machines,
2. **Plastic Production:** for the realization of inlet hose and outlet hose for washing machines.
3. **Iron Production** of iron components such as iron reinforcements for counterweights and frames as a base for wooden furniture.
4. **Design, Workshop and Maintenance:** for 2D/3D design and modeling activities, mold making, maintenance, mechanical and electromechanical machining and assembly.

PASELL has developed and implemented an **IMS - Integrated Management System** which uses ISO Standard references as a framework that allows our organization to document and improve our practices to better satisfy the needs and expectations of our Customers, Stakeholders and Interests Parties.

This document is used to familiarize our customers, interested parties or individuals with the context of our organization and the controls that have been implemented and to assure them that the integrity of our IMS is maintained and is focused on meeting its intended outcomes. It describes the structure and interactions of our IMS and delineates authorities, inter-relationships and responsibilities of personnel who operate within the boundaries of our organization's Integrated Management System. Moreover, it also references documented information, processes and activities that comprise our IMS.

1.1 IMS of PASELL – Methodological Approach

The figure below illustrates our methodology for the development of our IMS, using the *PDCA Cycle - Plan, Do, Check and Act* process approach, to implement and deliver management system objectives, stakeholder requirements and Quality, Environmental & Social Responsibility compliance.

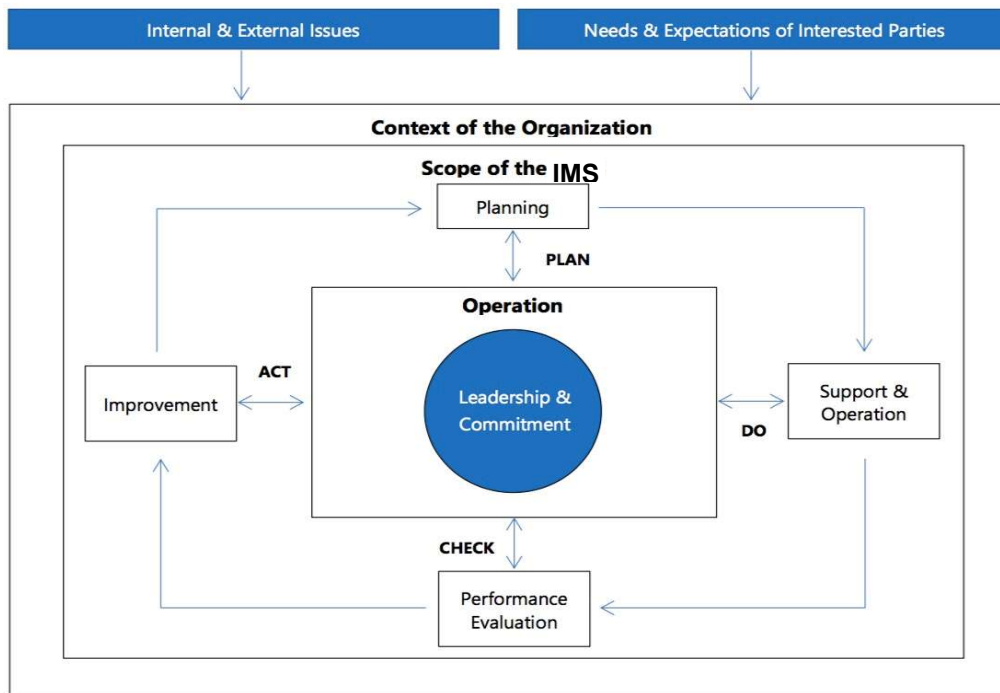


Fig. 1 - IMS & PDCA Interaction Schema

Conformity to the international standard will help achieve these intended outcomes and demonstrates that the IMS is effective, and provides value for our organization and its interested parties.

2. ABOUT PASELL ORGANIZATION

2.1 Organizational Context

PASELL is committed to defining our position in the marketplace and understanding how relevant factors arising from legal, political, economic, social and technological issues influence our strategic direction and our organizational context. Our mission is to put the *product* and, its *perceived value* as the focal point of our business relationship with the Customer and, widely, with the market.

Our *business strategy* is mainly based on 3 points:

1. **Innovative Design of process control** within the use of data mining and digital inter-connection,
2. **Correct Corporate KPI definition** and planning activity to achieve the related target,
3. **Corporate Governance** is driven by ISO standards, CSR and financial long-term sustainability.

To be able to perform and effective business growth, Company needs to focus on long-term priorities and find the appropriate KPIs that support strategy & harmonize short- and long-term goals.

2.1.1 Organizational Structure

The *Organizational Structure* of the Company is based on a **Matrix Structure** with vertical and horizontal command structures (people – knowledge, skills and competencies - part of a functional group but also work on a project): this help to achieve efficiency and quick market adaption, being able to respond faster to Customer demand while decreasing the lead time to release a new product.

The Board (composed of Non-Executive and Executive Directors) sets, manages, delivers, reports the strategy and supervises local regional Companies according to the main *company values*:

- **Innovation,**
- **Social and Environmental Sustainability,**
- **Continuous Improvement.**

Activities are organized in 3 different divisions:

1. **TID - Technical and Industrial:** proposes, manages and drives all the activities related to design, modification and changes within the production processes, according to the technical regulations and Customer specifications. It also drives and manages the industrial innovation process and the activities for correct maintenance and efficiency of the equipment;
2. **FAD - Financial and Administrative:** proposes, manages and drives the processes for managing orders to Suppliers, the administrative-accounting structure and the dissemination of information on supplied materials and the Human Resources management;
3. **SPD - Sales and Purchase** proposes, manages and drives the activities related to defining and revising contracts with Customers and Suppliers. It also supports the industrial innovation processes by disseminating information about products (internally to the Company and externally from/to the Customer) and collecting expectations, feedback and evaluations by Customers and Suppliers.

The Management Team receives, from the Board, input on current activities and guidelines to address strategy, targets and results in the short/medium term. Employees and workers are supported to work day by day according to the values and strategy settled by the Board. Board and Management Team are fully committed to constantly improving the work and safety environment to guarantee a workplace in line with expectations. Employees usually work under *functional managers* (who decide how to do the work and distribute it among subordinates) and *project managers* (who decide what to do, follow-up and schedule, performance evaluation, etc.). Company systems are installed to bear forthcoming needs (as for the current picture) and operational strategically planned in terms of timing and budget.

The working approach of all company figures, regardless of their roles, is characterized by the following *principles*:

- commitment,
- dedication,
- proactivity,
- flexibility,
- engagement.

The key challenges of the Company are:

- strong focus on *cash flow* to ensure and maintain a good level of profitable status and guarantee a take-off stage within a growing and increasingly complex enterprise;

- definition of KPI and metrics in line with the core values of the Company and a more future-looking approach (innovation);
- development of a fully functional management style to create a mindset and skills to be successful;
- be clear in role, responsibilities and work priorities;
- emphasize skill sets and resources to be able to manage business demands and recognize different sets of customer/market needs;
- coordination with central policies and procedures that helps to improve the effectiveness of people;
- increase and disseminate control and delegate responsibility;
- looking beyond the present and matching the strengths and weaknesses of the company with the goals to achieve.

2.1.2 Internal and External Issues

PASELL have determined **external** and **internal** issues (i.e., *positive* and *negative* factors or conditions for consideration) that are relevant to its purpose and its strategic direction and that affect its ability to achieve the intended results of its Integrated Management System.

Moreover, due to their effect on the ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements, **PASELL** has also determined:

- the **interested parties** that are relevant to the Integrated Management System;
- the **requirements** of these interested parties that are relevant to the Integrated Management System.

Moreover, **PASELL** monitors and reviews factors that may affect our ability to satisfy our Customers and Stakeholders, as well as; factors that may adversely affect the stability of our process or our management system's integrity.

To ensure that our IMS is aligned with our strategy, whilst taking account of relevant **internal** and **external factors**; we initially collate and analyse pertinent information to determine the potential impact on our context and subsequent business strategy. Such issues include factors that are capable of being affected by, or capable of affecting our organization. Broadly, these issues are defined as:

1. **Internal Factors** – conditions related to our organizational activities, products, services, strategic direction, culture, people, knowledge, processes and systems. Using periodical analysis provides our organization with methods for reviewing and evaluating our strategies, the position and direction of our organization, business propositions and other ideas;
2. **External Factors** – conditions related to cultural, social, political, legal, regulatory, financial, technological, economic, and competition at local, national or international levels. Using periodical analysis provides our organization with methods for measuring our market and growth potential according to external political, economic, social, technological, legal and environmental factors.

PASELL monitor and reviews information about external/internal issues, interested parties and their requirements to ensure that they are always up-to-date and appropriate and to guarantee a continual understanding of each group's requirements is derived and maintained.

To facilitate the understanding of our context, we regularly consider issues that influence our context during periodical management review meetings.

2.2 Relevant Interested Parties

PASELL recognizes that it is fundamental to understand the *Needs and Expectations of Interested Parties* and acts to develop an understanding of our business's internal and external stakeholder interests. Such interests are those that might impact our management system's ability to deliver its intended results, or those that might influence our business's strategic direction. We have a unique set of interested parties whose needs and expectations change and develop over time: furthermore, only a limited set of their respective needs and expectations apply to our operational purpose.

This information is gathered, reviewed and regularly monitored through formal channels, such as management review meetings. **PASELL** identified the internal and external stakeholders listed below:

INTERNAL Interested Parties	Needs & Expectations	How to capture Key Issues
Owners	Profitability and widespread growth	Consultation, involvement and engagement
Managers	Deliver strategy and manage execution	Teambuilding, meetings, involvement, consultation and feedback
Employees	Shared culture, attitudes	Employee meetings, involvement and feedback
Workers	Labour welfare, work environment, job security	Feedback, involvement and engagement

Fig. 2 – List of **PASELL** Internal Stakeholders

EXTERNAL Interested Parties	Needs & Expectations	How to capture Key Issues
Customers	Competitive pricing, reliability and value	Customer reviews and relationship management, Customer Feedback
Suppliers	Beneficial relationships	Supplier reviews and relationship management
Institutions/Regulators	Compliance and reporting	Critical product specification issues and conformity to laws and norms
Unions and Companies Associations	Representation and cooperation	Consultation and feedback on development, employment and safety issues
Local Authorities and Government	Consultation and information	Engagement with planning and development issues
Neighbours and Local Communities	Social responsibility and engagement	Consultation and engagement exercises to identify environmental and social concerns

Fig. 3 – List of **PASELL** External Stakeholders

2.2.1 Prioritizing Stakeholders with a Power/Interest Grid

Interested parties are mainly classified into four macro-categories for which specific actions are envisaged. The identified stakeholders are classified in terms of **power** (i.e., *level of influence that the stakeholder can have on the Organization in terms of setting, execution and reaching the planned objectives*) and **interest** (i.e., *level of influence that the Organization has on the stakeholder's business scope, in terms*

of objectives, activities, results). This classification is fundamental for a correct analysis and management of the stakeholders.

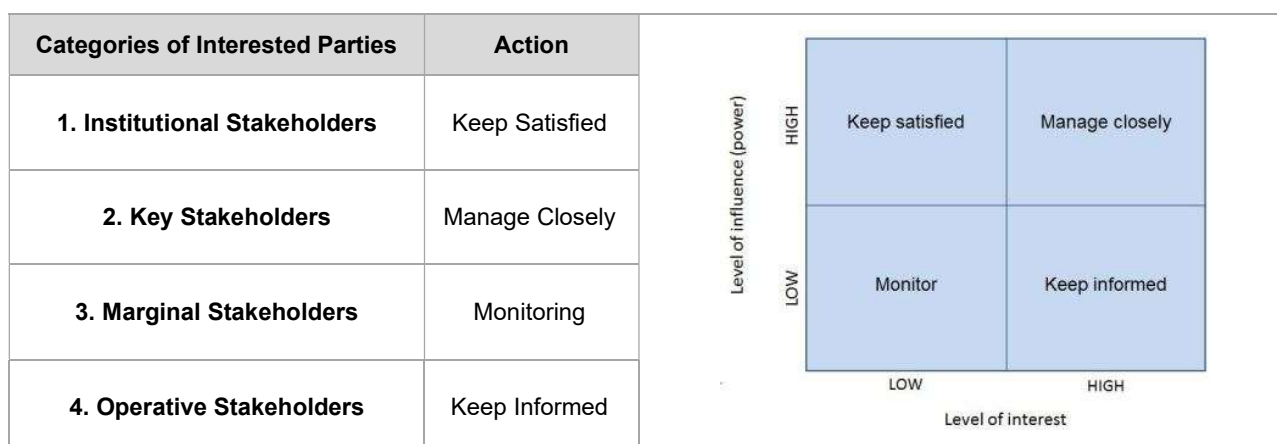


Fig. 4 – PASELL Categories of Interested Parties

PASELL has conducted an analysis to assess the relative power/interest of each stakeholder, identify the key people who have to be managed and plan the support to be built that helps to be a successful Organization.

After the identification of the stakeholders, we work out their power, influence and interest to understand who should be focused on: this step is performed with the support of a **Power/Interest Grid** created by gauging the power and interest of each stakeholder and the strategy to manage as well. The final step is to develop a good understanding (strategy) of the most important stakeholders so that we know how they are likely to respond, and so that we can work out how to win their support.

The result of this analysis is reported in the following table:

Legenda: *H – High, M – Medium, L – Low*

Stakeholders	POWER	INTEREST	Strategy
Owners	H	H	Definition of objectives and strategic planning
Managers	H	H	Communication within the organization, distribution of roles and responsibilities and operational planning to achieve the objectives.
Employees/Workers	M	H	Communicate the task, implementation of roles ensuring the right commitment.
Institutions/Regulators	H	L	Prepare and submit documentation in good time to obtain the necessary approvals in full compliance with applicable laws.
Unions and Companies Associations	H	H	Reach agreements on the contractual conditions of the employees/workers.
Local Authorities and Government	H	L	Compliance with laws protecting the territory and the innovation process.
Customers	M	H	Inform that the company operates in compliance with the established conditions and request for feedback and approval.
Suppliers	M	H	Communication, relation and evaluation
Neighbours and Local Communities	L	L	Compliance with local laws, protecting Environment and give positive result from the innovation process.

Fig. 5 – PASELL Stakeholders: Power/Interest Grid

The gained understanding is summarized in the following picture to easily see which stakeholders are expected to be blockers or critics and which stakeholders are likely to be advocates and supporters of our organization.



Fig. 6 – PASELL Stakeholders: Power/Interest Picture

- *Owners* and *Managers* are among **high power stakeholders (H)** and are *Key Stakeholders* to manage closely. *Institutions/Regulators*, *Unions* and *Companies Associations/governments* as **Institutional Stakeholders** with **high power** must be kept satisfied with all their needs or requirements.
- *Employees* and *Workers*, although as **medium power stakeholders (M)**, have a **high interest** in understanding what role they will play in the organization. *Managers* must guarantee their commitment and motivate them and assign them a suitable and effective operational role. They are **Operative Stakeholders** that must keep informed and managed in the operational activity to minimize the negative impacts on the organization and develop the positive ones.
- *Customers* and *Suppliers* are among **medium power stakeholders (M)** with **high Interest**: to manage them correctly, the Organization must work to develop and improve relations, and communications and take feedback to evaluate and drive an effective continuous improvement plan. The Customer is configured as a **Key Stakeholder**.
- *Neighbors* and *local communities*, as **Marginal Stakeholders**, will not have an active role in the decision-making processes of the organization (**low power - L**) but they must be monitored (**low interest - L**) to assess their degree of involvement and the possible increase in the power of influence (for example in cases of not correct management, by the Organization, of environmental issues that may have negative repercussions on the community as well).

2.2.2 PASELL and United Nations Global Compact

We take care of the reputation and value of perception of the Company by the stakeholders: **PASELL** is a member of the **United Nations Global Compact** a voluntary initiative based on CEO commitments to implement universal sustainability principles and to undertake activities to achieve a better world: we periodically publish a *COP – Communication On Progress* to show and update the stakeholders about the activities implemented in 4 areas:

1. HumanRights,
2. Labour,
3. Environment,
4. AntiCorruption.

2.2.3 PASELL Code Of Ethics

Moreover, a **Code of Ethics** document is also defined and applied to a set of principles and lines of conduct to which **PASELL's** Managers, Directors, Employees and Collaborators must comply in carrying out their work activities. The Code of Ethics represents the charter of fundamental rights and duties of the Company and defines its ethical-social responsibilities and the values that distinguish them: it is a voluntary document, drawn up with the aim of reminding everyone and always of the spirit that animates **PASELL** and the ability to integrate its business activities with respect and protection of the interests of all the individuals with whom it relates and with the protection and the conservation of environmental resources.

2.3 IMS and its Processes

2.3.1 Integrated Policy

PASELL has established, documented and implemented company processes, policies and objectives, whilst satisfying the requirements of ISO standards. To achieve this, it has adopted the *process approach* advocated by ISO Standards rev. 2015 that, in the rev. 2015, suggest and stimulate the integration of the Quality Management System (ISO 9001) with the Environmental Management System (ISO 14001) and (where possible) with Occupational Health and Safety Management Systems (BS OHSAS 18001) and for the management of Social Responsibility (ISO 26000), to guarantee of "ethical behaviors" in the workplace.

Certifying the Management System and conducting activities by international standards are essential requirements that the Company must meet to operate in the European and international market and guarantee its success over time: **PASELL** has obtained ISO 9001:2015 and ISO 14001:2015 certification for its Integrated Management System, a choice made to align business activities and processes with a continuous improvement process and to guarantee greater responsibility for monitoring and reducing its environmental impact.

The IMS of **PASELL** was developed based on strong integration between the environmental management system and the quality management system, unifying some company processes (eg internal audit, review, resource management, etc.), and making others consistent with the requirements of

individual standards, to optimize resources and activities, develop synergistic improvement plans, reduce documents and records.

2.3.2 PASELL Company Processes

Top Management has determined the processes required for achieving the intended outputs. The *Process Card template* is used to record and assign requirements to relevant functions, departments, teams, and personnel. By defining key process groups and by managing their inputs, activities, controls, outputs, interfaces and risks, **PASELL** ensure that system effectiveness is established and maintained.

In the following tables are reported the key process groups (including the related subprocesses) and also the coverage correspondence of the sections of the HLS (ref. ISO standards rev.2015)

PROCESSES LIST		
PROCESS	PROCESS CARD	SUBPROCESS
1. Purchasing		1.1 Supplier selection and contracts settlement
		1.2 Material orders
		1.3 Cost optimization
		1.4 Selling of secondary products
2. Administration – Active/Passive Cycle		2.1 Invoicing of new products
		2.2 Invoicing of common product
		2.3 Customer service and returned service
		2.4 Customer satisfaction
3. Production		3.1 Production
		3.2 Maintenance of machines and equipment
		3.3 Waste management
4. HR		4.1 Employees selection and attendance evidence
		4.2 Training and education system
		4.3 Termination of employment
5. R&D		-
6. Management		6.1 knowledge management
		6.2 stakeholder management
		6.3 strategy management
		6.4 change management
		6.5 non conformity management

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	6.6 improvement, corrective and preventive actions
	6.7 performance evaluation related to reporting
	6.8 business process management
	6.9 documents and record governance
	6.10 risk management
	6.11 organization development
	6.12 management review
	6.13 internal audit
	6.14 creation policy of the IMS
	6.15 objectives of the integrated management system
	6.16 assurance of health & safety and environmental management system

Fig. 7 – List of PASELL Core Processes

		Processes						Context of organization
		1	2	3	4	5	6	
STANDARD ISO REQUIREMENTS (9001:2015)	4 Context of organization							
	4.1 Understanding the organization and its context				X		X	X
	4.2 Understanding the needs and expectations of interested parties	X		X	X		X	X
	4.3 Determining the scope of the quality management system			X			X	X
	4.4 Quality management system and its processes			X			X	X
	5 Leadership							
	5.1 Leadership and commitment						X	
	5.1.1. General						X	
	5.1.2 Customer focus						X	
	5.2 Policy	X		X	X	X	X	
	5.2.1. Developing the Quality Policy						X	
	5.2.2. Communicating the Quality Policy					X	X	
	5.3 Organizational roles, responsibilities and authorities	X		X	X	X		

6 Planning						
6.1 Actions to address risks and opportunities						X
6.2 Quality objectives and planning to achieve them						X
6.3 Planning of changes					X	X
7 Support						
7.1 Resources						
7.1.1. General				X	X	
7.1.2 People			X	X	X	
7.1.3 Infrastructure						
7.1.4 Environment for the operation of processes						
7.1.5 Monitoring and measuring resources					X	
7.1.5.1 General	X		X			
7.1.5.2 Measurement traceability						
7.1.5.3 Organizational knowledge				X		X
7.2 Competence				X	X	
7.3 Awareness						X
7.4 Communication	X			X		
7.5 Documented information						X
8 Operation						
8.1 Operational planning and control	X		X		X	
8.2 Requirements for products and services			X		X	
8.2.1 Customer communication			X		X	
8.2.2 Determining the requirements for products and services			X		X	
8.2.3 Review of the requirements for products and services			X		X	
8.2.4 Changes to requirements for products and services			X		X	
8.3 Design and development of products and services					X	
8.4 Control of externally provided processes, products and services	X		X			
8.4.1 General	X					
8.4.2 Type and extent of control	X					

8.4.3 Information for external providers	X						
8.5 Production and service provision			X				
8.5.1 Control of production and service provision			X				
8.5.2 Identification and traceability	X		X				
8.5.3 Property belonging to customers or external providers	X		X				
8.5.4 Preservation			X				
8.5.5 Post-delivery activities			X				
8.5.6 Control of changes			X			X	
8.6 Release of products and services			X				
8.7 Control of nonconforming outputs			X			X	
9 Performance evaluation							
9.1 Monitoring, measurement, analysis and evaluation			X				
9.1.1 General						X	
9.1.2 Customer satisfaction							
9.1.3 Analysis and evaluation					X	X	
9.2 Internal audit	X		X	X		X	
9.3 Management review				X		X	
10 Improvement							
10.1 General					X	X	
10.2 Nonconformity and corrective action			X		X	X	
10.3 Continual improvement						X	

Fig. 8 – PASELL Processes & ISO 9001:2015 Requirements

		Processes						Context of organization
		1	2	3	4	5	6	
STANDARD ISO	4 Context of organization							
	4.1 Understanding the organization and its context	X	X	X		X	X	X
	4.2 Understanding the needs and expectations of interested parties			X			X	X

4.3 Determining the scope of the environmental management system			X			X	X
4.4 Environmental management system	X	X	X		X	X	X
5 Leadership							
5.1 Leadership and commitment		X		X		X	
5.2 Environmental policy						X	
5.3 Organizational roles, responsibilities and authorities						X	
6 Planning							
6.1 Actions to address risks and opportunities	X	X	X	X	X	X	
6.2 Environmental objectives and planning to achieve them	X		X	X	X	X	
7 Support							
7.1 Resources				X			
7.2 Competence				X			
7.3 Awareness	X			X		X	X
7.4 Communication	X	X	X	X		X	X
7.5 Documented information		X	X			X	
8 Operation							
8.1 Operational planning and control	X	X	X		X	X	
8.2 Emergency preparedness and response	X	X	X		X	X	
9 Performance evaluation							
9.1 Monitoring, measurement, analysis and evaluation		X	X			X	
9.1.1 General		X	X		X	X	
9.1.2 Evaluation of compliance		X	X			X	
9.2 Internal audit programme	X		X	X		X	
9.3 Management review				X		X	
10 Improvement							
10.1 General		X	X		X	X	
10.2 Nonconformity and corrective action		X	X		X	X	
10.3 Continual improvement		X	X		X	X	

Fig. 9 – PASELL Processes & ISO 14001:2015 Requirements

		Processes						Context of organization
		1	2	3	4	5	6	
STANDARD ISO REQUIREMENTS (45001:2018)	4 Context of organization							
	4.1 Understanding the organization and its context	X	X	X		X	X	X
	4.2 Understanding the needs and expectations of interested parties			X	X		X	X
	4.3 Determining the scope of the OH&S management system			X	X	X	X	X
	4.4 OH&S management system	X	X	X		X	X	X
	5 Leadership							
	5.1 Leadership and commitment				X		X	
	5.2 OH&S policy				X		X	
	5.3 Organizational roles, responsibilities and authorities				X		X	
	5.4 Consultation and participation of workers				X			
	6 Planning							
	6.1 Actions to address risks and opportunities			X		X	X	
	6.1.1 General			X		X	X	
	6.1.2 Hazard identification and assessment of risk and opportunities			X			X	
	6.1.2.1 Hazard identification	X		X	X	X	X	
	6.1.2.2 Assessment of OH&S risks and other risks to the OH&S management system			X		X	X	
	6.1.2.3 Assessment of OH&S opportunities and other opportunities for the OH&S management system			X	X		X	
	6.1.3 Determination of legal requirements and other requirements	X		X				
	6.1.4 Planning action	X		X	X	X	X	
	6.2 OH&S objectives and planning to achieve them			X			X	
	6.2.1 OH&S objectives	X		X		X	X	
	6.2.2 Planning to achieve OH&S objectives	X		X	X	X	X	
	7 Support							
	7.1 Resources	X			X			
	7.2 Competence	X			X			
	7.3 Awareness	X			X		X	X

7.4 Communication	X	X				X	X
7.4.1 General	X			X		X	
7.4.2 Internal communication	X			X		X	
7.4.3 External communication	X					X	
7.5 Documented information			X			X	
8 Operation							
8.1 Operational planning and control	X		X			X	
8.1.1 General	X		X	X	X	X	
8.1.2 Eliminating hazards and reducing OH&S risks	X		X	X	X	X	
8.1.3 Management of change			X	X	X	X	
8.1.4 Procurement	X						
8.1.4.1 General	X				X		
8.1.4.2 Contractors	X				X		
8.1.4.3 Outsourcing	X				X		
8.2 Emergency preparedness and response	X			X	X	X	
9 Performance evaluation							
9.1 Monitoring, measurement, analysis and evaluation			X			X	
9.1.1 General			X		X	X	
9.1.2 Evaluation of compliance		X	X			X	
9.2 Internal audit	X		X	X		X	
9.3 Management review						X	
10 Improvement							
10.1 General			X		X	X	
10.2 Incident, non-conformity and corrective action			X	X	X	X	
10.3 Continual improvement			X	X	X	X	

Fig. 10 – PASELL Processes & ISO 45001:2018 Requirements

2.4 Documented Information

Although **PASELL** acknowledges that ISO Norms do not require our organizational context to be maintained as documented information, we maintain and retain it. In addition to this document, the following documented information is provided by our IMS:

- Policies,
- Organizational Roles,
- Processes (list, cards, risk analysis), KPI & Metrics,
- Objectives/Goals,
- Management Review,
- Operational Documents (Quality, Environment, Health & Safety, CSR),
- Tools and Instrument List (Monitoring and Measurement Resources),
- Calibration and Verification Information,
- HR – Competency documentation,
- Operational Planning and Control,
- Requirements,
- Change Management,
- Suppliers Evaluation & Customer Satisfaction,
- Production and Service Provision,
- Nonconforming Outputs, Nonconformity and Corrective Action,
- Performance Evaluation,
- Internal Audit,
- Management Review.

The outputs from these information/activities are evident as input to determining the scope of our IMS and its processes, as well as, the consideration of risks and opportunities that may affect our IMS and the resulting actions that we take to address them. And the periodical analysis and meetings provide our organization with an effective framework for reviewing and evaluating our strategies, and the position and direction of our organization as well as measuring our market and growth potential according to external political, economic, social, technological, legal and environmental factors.

2.5 IMS and its Scope

Based on the scope of our activities and the analysis of the issues and requirements identified **PASELL** has established the scope of our Integrated Management System in order to implement our objectives and our policies that are relevant to our context, products and any interested parties. The main purpose of the IMS is to provide an organizational support structure that allows the organization to fully satisfy corporate strategies in compliance with all the regulatory and certification restrictions in force.

The process of defining and organizing the IMS of **PASELL** has been defined in such a way as to allow a fully active and participating collaboration of all the company entities, to ensure an effective, efficient and tailor-made system for our organization: all the characteristics of the individual companies were analyzed

and put into common use, thanks to a process of comparison and joint analysis that led to the definition of the most suitable organizational structure for our company.

To make our IMS robust and effective, all the activities, products and services undertaken by our organization are included within the scope of the companies of **PASELL**. As shown in the following table: the system (and its scope) are therefore constantly monitored to always guarantee full adaptability to the current context of the organization.

Company	Registered Address	Scope of Application
PIT – PASELL ITALIA S.r.l.	Via Noce Della Guappessa, 4 83020 Forino (AV) ITALY	ISO 9001 - Design and manufacture of rubber, thermoplastic and concrete components for domestic appliance, automotive applications and other uses as specified by the Customer. (IAF 14, 16, 22)
		ISO 14001 - Manufacture of rubber and thermoplastic components for domestic appliance and other uses as specified by the Customer by means of extrusion and injection moulding process. (IAF 14)
PSK – PASELL SLOVAKIA s.r.o.	Scholtzova, 1 05801 Poprad SLOVAKIA	Production of concrete conglomerate, plastic and rubber components for household appliances sector. (EA 16,14)
PTK – PASELL Beyaz Eşya Yan Sanayi ve Ticaret A.Ş.	Manisa Muradiye Organize Sanayi Bölgesi Muradiye mah. 5 (osb) sok. No:12 Yunusemre Manisa TURKEY	ISO 9001 - Production of concrete conglomerate for household appliances sector and other uses as specified by the Customer. (IAF 16)
		ISO 14001 - Production of concrete conglomerate for household appliances sector and other uses as specified by the Customer. (IAF 16)
PPL – PASELL Polonia Sp. zo. o.	Przemysłowa 1, Blok Dobryczyce 97 - 505, Radomsko POLAND	ISO 9001 - Production and sale of concrete conglomerates for the household appliances industry and other industries according to customer requirements. (IAF 16)
		ISO 14001 - Production and sale of concrete conglomerates for the household appliances industry and other industries according to customer requirements. (IAF 16)

Note: Chapter 8.3 Design and development of products and services is not applied in PSK, PPL and PTK

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