

## Quality Policy

The Chairman of the Board of Administration of **ENERCON Srl** presents the corporate "Quality Policy" in the following document.

To be competitive means aiming to differentiate and qualify the characteristics of its products and services through constant research aimed at improving business processes with a view to Quality, with reference to the activities of "Design, construction, installation and maintenance of extraction systems and industrial filtration. Construction, installation and maintenance of industrial plumbing systems".

The objective defined by the Management consists in finalizing the efforts of all staff towards a careful management of the problems related to Quality. The Management therefore promotes strong responsibility of all collaborators to guarantee commitment in their work and adhere with the most attention to the contents of the Corporate Policy.

The Management assumes an active role to promote and guide all activities affecting quality, through the diffusion at all levels of the concepts set out here and verifying the obtained results. The Management instructs the Quality Management System Manager to support the Quality Policy, to promote and implement the updates of the Quality System management methodologies in the corporate structure.

Consistently with the Quality Policy aimed at the continuous improvement of the System, **ENERCON Srl** carries out the following activities:

- Design, construction, installation and maintenance of industrial extraction and filtration systems. Construction, installation, maintenance of industrial plumbing systems.

In these activities, the Company operates through the Quality Management System in accordance with UNI EN ISO 9001:2015.

The Management represented by the President and by the Board of Administration is fully aware of the growing needs of the market in terms of Quality of the provided services to Customers and therefore sets the "Satisfaction" of the Customer as the objective of its Quality Policy.

The provision of quality services is an integral part of the strategy for retaining customers and for development in the area.

The company's commitment to meet the customer's needs is realized through:

- The continuous measurement of the provided services and the systematic verification of compliance with the contractual terms, mandatory requirements, economic and financial objectives as defined internally to the corporate organization;
- The comparison of the supplied quality with the customer's perceived quality;
- The "risk management" is applied to the entire organization to ensure its operational continuity and the management of critical issues.

The comparison with customers and competitors on the market is the prerequisite for the continuous improvement of the effectiveness of the Quality Management System, implemented through:

- Maintaining an efficient organizational structure that empowers, involves and motivates all the workers;
- The professional updating of the workers;
- The identification and investment of adequate economic resources defined with corporate budget;
- The purchasing policy aimed, before cost containment, at improving quality and the customer's satisfaction;
- Prepare and ensure adequate human resources, the availability of economic and material tools for the development of company processes by the risk-management;
- The use of quality components and equipment in the installation maintenance of machinery and industrial plants;
- The periodic review of the processes, the obtained results and the subsequent procedures;
- The adoption of corrective actions based on the analysis of complaints and objectives aimed at exceeding customer expectations that are based on the obtained information from periodic analysis of customer satisfaction;

Systematic and timely control of suppliers and collaborators who work on behalf of **ENERCON Srl**;

- Continuous monitoring of the progress of corporate objectives;
- Verification of compliance with the dictated quality standards by regulatory bodies, by service contract, safety in the workplace, as well as quality / price ratio, in compliance with the specified requirements;
- The promotion of personnel training programs to optimize the growth process of human resources, considered as critical resources for corporate development in subsequent years.

The management of **ENERCON Srl** is therefore daily committed to:

- Verify that the enunciated Policy is disseminated at all levels and exactly applied;
- Verify the correct application of the company quality system and the commitment of the personnel, who are responsible of the quality results of its activities and the satisfaction of customers and control bodies;
- Provide adequate resources to ensure the continuous improvement of the corporate quality system by delegating the Quality Management to monitor its constant adequacy and application;
- Periodically review the company Quality System.

The periodic control of this program makes it possible to guarantee the achievement of the corporate objectives that **ENERCON Srl** has set itself or their eventual rectification through the monitoring of corporate processes and the commitment to continuous improvement. The update of the Quality System will be developed whenever circumstances require it, to provide its customers with products and services that are constantly compliant with their requests and meeting expectations and in harmony with business needs.

**The Chairman of the Board of Administration of ENERCON Srl**

**Geom. Daniele Tamburini**

**Muscoline (BS), September 30, 2017**