

COMPANY QUALITY POLICY

COMPANY MISSION

The company mission is to achieve excellence in any field of its activity to continuously improve its products and services to the maximum satisfaction of customers' needs and expectations. Customers, who always look for something new, are considered the moral owners of our business. The above should enable us to thrive and get an economic return to be invested in the company, usually in the Research and Development field and in the process technologies.

VALUES

How the mission is carried out is as important as the mission itself. Essential to the success of the company are three core values:

- **PEOPLE** are the main asset of the company strength. People determine the company skills, reputation and viability. Involving people, teamwork, respect for the staff dignity are the focus of the company human values.
- **PRODUCTS** are the final results of all our activities and efforts and are always the best in meeting our customers' needs and security
- **PROFITS** are the last measure of how efficiently we serve our Customers to meet their needs. Profits are necessary to survive and expand.

PRINCIPLES

- **QUALITY FIRST.** The quality of our products and services must be our first priority to achieve maximum satisfaction of our customers' needs.
- **THE CUSTOMER IS AT THE VERY HEART OF OUR BUSINESS.** Our work must be performed always keeping in mind our Customers, their needs and security and giving them better products and services than our competitors, complying with all requirements of every Customer and the relevant applicable standards (EU Machine Directive, UNI EN, ...)
- **OPPORTUNITY AND RISK ANALYSIS.** We must strive for excellence in all the activities we carry out: in our products, in their safety of use as well as in our services, in our human relationship, in our competitiveness. Besides being a review of the involved parts, the Opportunity and Risk Analysis allows us to undertake actions for the continuous improvement of our performances.
- **INVOLVEMENT IN THE WORK.** We are a team. We must treat each other with confidence and respect.
- **OUR AGENTS AND OUR SUPPLIERS ARE OUR PARTNERS.** The company shall have mutually excellent relationship with all representatives, agents and any other people involved in the activity.
- **THE MORAL BEHAVIOR.** The management of our company must be pursued in a responsible way in accordance with the moral integrity and giving its contribution to the society.
- **QUALITY AND ETHICS.** Business must develop healthy and morally sound. Every single person must be committed to expressing the top of his productivity, establishing good relationships with the company staff (internal customer), engaging in a continuous improvement, that is to say quality. Responsibility, honesty, loyalty, own-initiative and commitment shall be the values of every single person.