

## OUR POLICY FOR QUALITY

The General Management defines the policy for the Quality, indicates/reports targets and identify commitments as a function of the company strategies, towards clients, the market and its employees in order that all actions of the Quality System are run, kept updated and improved in compliance with the actual law requirements. For this reason, the General Management believes very important that all employees participate to the preparation of the Quality Management System to reach the full satisfaction of the client and the consolidation of the company into the market.

In order to reach such a satisfaction and the clients retention, the company is constantly engaged to:

- Develop service lines thought and realized to meet the customer needs, to anticipate the needs and supply solution that can create added value for the customer;
- Apply a systematic selection of its service provides;
- Keep high internal expertises
- Deliver our answers to customers as fast as possible.

In order to match its mission, the company takes the following tasks:

- Develop and keep a Quality Management System as a tool to achieve all targets and keep the given tasks, improve continuously the company processes. Grant the compliance of all related services;
- Adopt a risk assessment and opportunity evaluation system in order to grant that for all services provided, the risks and opportunities are well known and managed;
- Adopt a management system of all company work processes stretched to client satisfaction;
- Engaged all available energies and skills to welcome indication, suggestions and needs of the customers by planned direct meetings, analysis on feedback information on given services, meetings at conferences, participation to workshops;
- Consolidate the relationship with partners in order to assure customers with the best added value services, safe, reliable, highly valuable and competitive prices;
- Provide services with strictly adherence to legislative requirements in place;
- Spread within the company a culture and suitable methodologies that allows everybody working on them to provide the best service at any time;
- Assure the highest satisfaction level to all employees through the search of highest loyalty and sense of responsibility
- Encourage the employees to develop their attitudes, interests, predispositions and technical/organization skills;
- Promote the constant improvement of services and organization;

The Management is engaged to review the Quality Policy with a given frequent Management Review to confirm and/or change its contents. Such review can be applied also when a significant change can happen in the company which implies a review of the Quality Policy as well.

Parella, 31Ottobre 2017

General Management signature

A handwritten signature in black ink, appearing to be "Parella", written in a cursive style.