

POLICY ON QUALITY

G20 Engineering, specialised in the "**Planning, manufacturing and marketing of machinery for industrial and commercial heating, and of components aimed at the climate control and district heating markets**", proposes to consolidate itself as a point of trustworthy reference in its business sector, ensuring compliance with mandatory requirements and the implicit and explicit requirements of its Clients.

G20 Engineering pursues this aim through the application of a Quality Management System and the capacity for identifying and managing critical aspects of all its processes regarding the fulfilment of contractual and mandatory requirements.

The Management System regulates the processes carried out within the company in a planned, documented and taught manner in pursuance of the following objectives:

- Ensuring compliance with applicable requirements of the law and Standards, through constant monitoring of requirements to be complied with.
- Pursuing the dimensional development and diversification of the reference market, in particular through research and development of continuously more innovative, efficient and assimilate-able products.
- Ensuring the capacity regularly to supply the products with respect to contractual requirements, pursuing the satisfaction of the Client through, in particular:
 - ✓ Systematic planning and control of product planning and development activities;
 - ✓ preventative reviews of all contractual requirements;
 - ✓ planning and monitoring of production and the expediting of orders using management software;
 - ✓ systematic control of provisioned materials/components;
 - ✓ systematic control and testing of products;
 - ✓ the use and periodic calibration of suitable control and laboratory instruments;
 - ✓ the broad spectrum of abilities of its operators;
 - ✓ promotion within the company of awareness of all personnel regarding their roles and responsibilities, with the aim of achieving the satisfaction of the Client and compliance with established Quality Objectives.
- Improving the company processes in terms of efficiency through:
 - ✓ Automation and computerization of the same;
 - ✓ a professionalism always adjusted to the technological and regulatory evolution of the reference market;
 - ✓ control of costs.
- Ensuring husbandry of health and safety in the work place, through systematic:
 - ✓ identification of dangers deriving from the activity carried out;
 - ✓ evaluation of corresponding risks;
 - ✓ activation of suitable actions with the aim of preventing accidents and occupational illnesses.

During reviews of the Management System, the Management

- verifies the adequacy and effectiveness of the Policy, in particular through monitoring of company performance, the level of application of the system, and the attainment of set objectives, also as a function of any changes to the internal and external organizational context, with particular reference to the requirements of the Client and context of competition;
- defines the objectives, measurable and short term, aimed at reinforcing the Policy and ensuring the continuous development and improvement of the Management System.

The Management assures all process Managers of the necessary resources for the attainment of this the Policy.

Any dispute regarding the pursuing of the Policy must promptly be brought to the attention of the Management for resolution.

The Policy is disseminated to all personnel who work at the company or on behalf of these, by way of bill posting or insertion in the company web-site (www.g20engineering.com).