

Quality Policy

Eurotermo is convinced that implementing and maintaining a Quality Management System over time is essential to establish objectives consistent with the business initiative, respect the commitments made with the Customer, optimize the use of resources, both internal and external and promote the continuous improvement of business processes through their planning and their constant and timely monitoring. For this reason, the whole organization, with the constant support of the Company Management, finds its strength in the constant attention to the customer and in the continuous improvement of the products supplied to him.

Eurotermo, aware that in order to operate in an increasingly competitive market, taking into account the context in which it operates, maintains an active and implemented Quality Management System whose strengths are:

- the central role of the customer both in the analysis of requests/requirements and in the supply of the product;
- the continuous improvement of the quality of its products;
- the prevention of any customer complaints;
- the dissemination of a culture of quality at all levels of the organisation;
- the continuous improvement of the effectiveness and efficiency of processes;
- the protection of the working environment and the health and safety of workers;
- the achievement of economic results that enable the attainment of objectives;
- compliance with applicable mandatory requirements (especially in terms of the correct application of new regulations, decrees and/or ministerial laws) and company management directives
- **greater attention to climate change**

Eurotermo is therefore committed to:

- acting in full compliance with the regulations and laws applicable to the organisation's sector of activity;
- pursuing continuous improvement of results by translating the requirements of the UNI EN ISO 9001:2015 standards into the manual, procedures and operating instructions that may be implemented;
- increasing customer satisfaction through timely and constant analysis of complaints and feedback from customers, in order to translate the results obtained into improvement objectives for the various processes;
- monitoring the quality of the products supplied through systematic process monitoring and measurement activities (also in collaboration with the customer);
- measuring the performance of the Quality Management System through the analysis of data and information returned from the organisation's feedback system;
- involve all staff and collaborators through constant training and information on organisational and management culture and techniques in order to pursue continuous process improvement;
- implement at all levels of the organisation the provisions of the Organisational Model and Code of Ethics in accordance with Legislative Decree 231/01
- define improvement objectives in the various areas of the company, the achievement of which is monitored.
- **define, where necessary and applicable, actions aimed at reducing the impact on climate change that could be caused by the activities carried out by the organisation itself, including through the UNI EN ISO 14001 system implemented.**

For the implementation, development and maintenance of a Quality Management System, the Company Management undertakes to allocate adequate resources and responsibilities to the entire organisation, while also implementing measures to prevent and control organisational effectiveness.

This Quality Policy is communicated to all staff by posting it on the notice board and is reviewed and updated in line with changes to the relevant legislation and company activities during Management Reviews. It is also made available to relevant interested parties by email upon request.

Company Management
Brescia, 10 ottobre 2024 Rev.01