



QUALITY POLICY

TECNECO FILTRI SRL's corporate policy, defined by the Management, is geared to meeting customer requirements and the needs of all stakeholders (both internal and external) and improving their performance.

For this reason, the Management has decided to arrange for the technical, administrative and human factors affecting the various aspects to be planned, monitored and monitored by implementing a management system compliant with international standards.

It is conviction of the Direction that to pursue business success is crucial :

- ✓ customer loyalty ;
- ✓ the continuous improvement of SC's effectiveness ;
- ✓ the guarantee of the constant quality of the services delivered and the products marketed ;
- ✓ the maintenance and continuous increase of market shares ;
- ✓ the involvement of the company staff in achieving, maintaining and improving the objectives of the Management System ;
- ✓ the adaptation of resources and skills in relation to technological development and the complexity of the products offered.

The achievement of these aims is ensured by the continuous development of a participatory climate-oriented business culture and an adequate communication system, aimed at preventing and improving performance.

The Board's explicit commitment is to provide, at all levels, the means and resources necessary to achieve business goals.

For this purpose, the Management undertakes, in compliance with the law, to :

- ✓ empowering corporate functions to achieve the goals of this policy ;
- ✓ to ensure prompt response to disruptions, complaints and anomalies in the best possible and shortest time possible ;
- ✓ to initiate and maintain a process of knowledge of customer needs and their levels of satisfaction in order to pursue improvement goals that are consistent with such needs.

By participating directly in the various business activities, the Management will take care to ensure that the System is set up, applied and maintained in accordance with the requirements of the benchmarks, verified for the effectiveness of the implementation and the performance of the results in relation to the objectives set.

It will be a strong commitment of the Management and employees to seek to pursue the principles outlined above, also in relation to the specific training the company has committed to giving them. Especially since the dissemination and understanding of this policy by staff working in or on behalf of the organization.

Collepasso, 01 June 2017

The Management
