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PQ./Rev.3

QUALITY POLICY

Main mission of A.I.E.C. is to ensure maximum customer satisfaction through the supply of innovative, reliable and safe services and products.

The Quality Management System, based on UNI EN ISO 9001:2015, is applied by A.I.E.C. to the planning and design, installation and maintenance of naval lifting system. It documents the objectives and commitments undertaken towards the Customers, the market and the employees of the organization itself in order to implement, maintain and improve working performance, while maintaining compliance with the regulatory requirements and applicable mandatory requirements.

To seek and maintain a prominent position on the market, achieve customer satisfaction and their loyalty and after having read and analyzed the internal and external context of the organization, A.I.E.C. undertakes to:

- adopt, develop and maintain a Quality Management System as a tool to achieve the targets, comply with the commitments undertaken, promote the continuous improvement of company processes, guarantee compliance with the mandatory requirements for related products and services;
- adopt a risk-based approach, which is essential to implement an effective Quality Management System, for this A.I.E.C. plans and implements actions to face risks and improvement opportunities. Addressing risks and improvement opportunities establishes a basis for increasing the effectiveness of the Quality Management System itself, obtaining improvement results and preventing negative effects;
- define and assign responsibilities to all company functions, verifying that they have been understood and applied;
- make available all the energies and abilities possible in listening to the indications, suggestions and desires of the Customer, also through the activity "on the field" in the various construction sites;
- focus each activity on the needs of the customer to satisfy him better and faster in order to establish a leading position on the market;
- spreading appropriate culture and methodologies in the organization so that anyone who works there is constantly able to provide the best service expected by the Customer;



- ensure a high level of satisfaction for all employees through the search for maximum loyalty and a sense of responsibility;
- encourage the staff to be able to achieve their attitudes, interests and predispositions, developing their technical and organizational skills;
- engage in self-control and correct quickly in an attempt to reduce non-conformities in the production of the services and products supplied;
- commit and encourage staff to respect the Customer's property and, in general, to respect the environment during all production cycles;
- to make organizational, instrumental and economic resources available, with the aim of improving the health and safety of workers in the workplace; to address the security aspects of all existing business activities and future planning, as relevant aspects of its business. It also undertakes to organize the corporate structure, so that everyone is involved, according to their responsibilities and skills, to achieve the safety objectives.

The annual objectives are defined and monitored by the Company Management and discussed with all the corporate functions of A.I.E.C., as well as reviewed during the Management Review.

The modalities that A.I.E.C. defined to achieve these goals are:

- continuous updating of the reading and analysis of the internal and external context of the organization;
- activate a continuous improvement system based on process management and the concept of quality management;
- maintain knowledge of the sectors in which it operates over time, supporting the commitment and ability of all its collaborators in meeting the Customer's needs;
- train staff so that activities at all company levels are aimed at achieving the set quality objectives, encouraging professional growth, ensuring a safe working environment in which everyone can be satisfied;
- continuous updating in the context of safety standards, periodically urging staff to apply them and constantly check learning;
- assisting newly hired worker and periodically verifying employee performance;



- define and disseminate clear documented information aimed at ensuring effective and efficient operation of processes and control of products also in terms of health, safety and environmental;
- verify at all levels that the planned activities have been carried out in full compliance with the provisions of the Quality Management System, in compliance with the requirements of the reference standard, with fairness and professional ethics;
- maintain a system of correctness and transparency over time in all relationships both internally (collaborators) and externally (Suppliers, Customers, Public Institutions).
- select and qualify suppliers of products and services who act with a view to continuous improvement of the final quality of services and products, involving them, as far as they are concerned, in achieving corporate objectives;
- identify the needs for technological innovation to develop new products and processes according to market expectations;
- encourage the growth of the Company, ensuring adequate profitability and financial stability, essential elements for the affirmation of the Quality Policy.

The Company Management