

## Quality Policy

We want the market to associate the **EUROTEC** brand with **high-quality** heat exchangers. We believe in the full **satisfaction and loyalty of our customers** as a means of bringing '**lasting success**' to the company, with a growing focus on **sustainability** and attention to all stakeholders.

To achieve these results, we adopt the most modern management tools and philosophies, such as **risk and opportunity management** within the **ISO 9001** Quality and Organisation Management System, adopted in the company since 2013, kept up-to-date by assessing the external and internal factors of the **business environment** with the following framework of objectives and permanent values:

- Leadership in **Quality**, particularly in terms of the **functionality of our exchangers** and the perception of **flexibility, speed and punctuality of delivery**, giving maximum attention to meeting requirements.
- The **growth** and consolidation of commercial action on the market, both at **home and abroad**, with traditional and innovative promotion tools.
- **Continuous improvement and optimisation** of production processes for maximum competitiveness, with careful management of resources to strive for a just-in-time factory system, with maximum **digitisation** of processes.
- The **growth of human resources**, a key element of any organisation, with awareness of their role, appropriate **training** and commitment to **prevention and protection** for occupational risks, thus making the work environment **more attractive** and increasing **holistic well-being** in the workplace.

Stezzano, 18 April 2023

*The Chairman of the Board of Directors*

Signature



This Quality Policy is displayed in the company, is available to interested parties and is reviewed at each Management Review to verify its validity and adequacy.

Validated in the Management Review of 20.04.2015, validated in the Management Review of 12.04.2016, validated in the Management Review of 21.03.2017, reissued as version 01 during the Management Review of 3 July 2018, reissued as version 02 in the Management Review of 18 April 2023.