

## QUALITY POLICY

The Company Termisol Termica B.V. coherently to the context in which it operates and within the scope of the activities carried out, in order to be competitive and to better satisfy its customers and pursue its development objectives, intends to maintain and improve its quality level.

For this purpose, it has been implemented a Management System for Quality up to UNI EN ISO 9001 ed. 2015 standards. All the staff is required to comply, during the execution of job activities, what is prescribed in this manual, relating to Quality and procedures which it refers.

The Company Termisol Termica B.V. plans and executes a continuous training for staff at all levels, also by various forms of internal communications (posters on bulletin boards, internal newsletters, staff meetings, etc.).

All the staff is required to comply, for its own job activities, what is prescribed in this manual and all the documentation related to, as well is required an active participation in the achievement of objectives. In order to achieve this purpose, the Termisol Termica B.V. intends to pursue the following strategies, which are the basis of its Quality Policy.

- ❖ customer satisfaction;
- ❖ compliance with current laws;
- ❖ prevention of problems;
- ❖ continuous improvement of the efficiency of processes combined with the highest level of flexibility;
- ❖ continuous improvement of the company efficiency.

The Management, intending to set up its decisions on data analysis, promotes inside the organization a methodological approach, focused on the systematic collection of data and their analysis.

The Management, through special and periodically internal audits on the Management System for Quality, ensures that the Quality Policy is understood, implemented and supported at all levels of the organization.

THE CUSTOMER SATISFACTION IS THE NECESSARY CONDITION FOR THE  
SUCCESS AND THE GROWTH OF OUR COMPANY

Rotterdam, 08/01/2024

General Manager and Board Member

Rocco Satriano

