

QUALITY POLICY

COM.EN.CO. Srl since the early '90s provides worldwide technical services specialized in rotating machines for the Oil & Gas and Power Generation industries, making Quality one of its strengths.

For this reason, the company obtained the ISO 9001 certification of its Quality Management System in December 1998 and has maintained it continuously adapting it to the requirements of the standard in the revisions made over time including the current ISO 9001:2015.

COM.EN.CO.'s quality policy is intended as a tool for the achievement of the business improvement process, both aimed at customer satisfaction and that of internal operators, suppliers and owners, and has three main objectives:

1. to keep the level of satisfaction of stakeholders, in particular its customers and partners, always high;
2. to facilitate the process of participation and sharing between its people, in particular employees and collaborators;
3. to carry out each evaluation on the basis of objective evidence and in compliance with the rules and regulations in use.

COM.EN.CO.'s directors, employees and collaborators commit themselves every day to pursuing the company's objectives through the provision of high quality services. The objectives are pursued in compliance with and through the application of a Management System that complies with the UNI EN ISO 9001:2015 standard and the company's sustainability criteria.

In carrying out its activities COM.EN.CO. has the task of ensuring:

- A corporate organizational model able to ensure always high and adequate technical skills to be applied in the areas of installation of systems and services;
- To establish each interaction with its customers and partners with the intent to create value while identifying current and future needs for the success of the company;
- A high level of procedural precision and integrity of the professionals involved, through the provision of services always and in any case in accordance with the technical requirements, the procedures in use, the principles of sustainability;
- Total neutrality, independence and impartiality in judgements to ensure maximum objectivity in evaluation, transparency and rejection of any undue influence or interference on business activities.

COM.EN.CO.'s Quality Management System is based on a corporate risk assessment approach that allows the organization to determine the factors that could generate process deviations from the ISO 9001:2015 standard, and to implement preventive controls to minimize negative effects and better seize the opportunities offered by the market by anticipating trends.

The Management is committed to providing all support for the management and continuous improvement of Quality through compliance with mandatory requirements, definition and control of the achievement of corporate objectives. All organizational levels are equally involved, motivated and responsible to comply with the requirements of the QMS and to achieve the planned levels of Quality. This means not only responding promptly to any malfunctions, complaints, non-conformities reported to COM.EN.CO by customers and other external actors, but also intervening proactively, even in the absence of reports from outside, on situations that the people of COM.EN.CO have intercepted as not conforming to the QMS.

The satisfaction of the company's workers is satisfied by the achievement of the objectives that schedule the path of improvement, the active and collaborative involvement of resources is therefore the lifeblood of the company's operations and the harmony of the actions undertaken.

This document has been distributed at all levels of the organization through training meetings and exposure in the premises and on the website to ensure its understanding by all employees, employees and all third parties interested in various ways in the activities and services offered by COM.EN.CO.

GENERAL PRINCIPLES

1. Commitment to satisfy the customer's needs, the reference standard and the applicable mandatory aspects;
2. To meet the needs of the customer, identifying the most appropriate and advantageous solutions for both through the improvement of business capacity;
3. To pay the utmost attention to identifying and satisfying the needs of its people, in particular its employees and collaborators;
4. To continuously improve the quality of the company's management and of the services offered with the consequent generation of positive results both of an economic nature and in terms of excellence and reputation towards the outside – to the full satisfaction of customers and partners;
5. To guarantee the availability of professional skills that are always adequate to the needs of the stakeholders and in any case of the reference market;
6. To continuously improve the image of a responsible and efficient company;
7. To guarantee a constant action of valorization, motivation and professional growth of the people;
8. To respect the requirements of the Quality Management System and ensure its continuous and effective application;
9. To continuously review the Quality Policy to ensure that its people, in particular employees and collaborators, fully understand its contents and are committed to implementing them, and that stakeholders are always informed of the evolution of the context in which the company operates.

The implementation of this Quality Policy is a daily duty and challenge for all personnel, who are responsible for the implementation of Quality and the implementation of the requirements of the standard.

This policy will be reviewed annually by the Directorate and, if necessary, amended and re-issued. Previous versions of this policy are archived.

This policy is available to relevant stakeholders on reasonable request.

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