



## Quality Policy

The future of I.S.G. S.p.A. depends on the ability to provide customers with competitive products and services in terms of quality, timing and reliability of deliveries, prices.

The ability to organize, that today I.S.G. S.p.A. has given itself and the market shares that it has been able to conquer do nothing but confirm the efforts of the management so that the satisfaction of the customer is always present in the strategic objectives for the success of the same organization.

In order to achieve this and other objectives defined in the system reviews and improvement plans, the Management shall ensure that all technical and human factors of the organizational structure, the work of which affects the quality of the product and service, are kept under control.

In this regard, the Management has firmly decided to establish a quality management system consistent with the UNI EN ISO 9001:2015, taken as a model as a guideline for improving the performance of the system itself.

Company quality policy is based on the following principles:

### PURPOSE OF THE COMPANY

Carry out the activities of: design, detailed engineering, contract and manufacturing management, supervision of the start-up of process plants for the OIL&GAS, REFINERY, PETROCHEMICAL AND FOR POWER PLANTS

### MISSION OF THE COMPANY

Identify the needs and expectations of its customers and other interested parties and strive to exceed their expectations.

### COMMON VALUES

The values shared in the organization are the following:

- efforts are needed for quality at all levels of the organization, led by clear leadership from the Management, in order to satisfy customers and stakeholders;
- It is necessary to direct all staff towards continuous improvement for the satisfaction of the customer and other stakeholders;
- It is necessary to adopt and promote within the company an optic based on risk management;
- employees must be given the best training and equipment to ensure maximum efficiency and job satisfaction;
- It is necessary to encourage the contribution of each employee to the growth of the company in quality and productivity;
- It is necessary to protect the health and safety of employees in the performance of their duties;
- It is necessary to promote teamwork in order to achieve a better ability to address and prevent problems;
- It is necessary to measure in an objective and measurable form the performance of different processes/functions, in order to assess the effectiveness of the Quality System;
- the Company believes that only through ethical and moral behavior can success be achieved and maintained.

The Management ensures that this policy is understood, implemented and supported at all levels of the company by implementing the actions necessary to grow the culture of quality in the company and ensure the participation of all in the quality program.

### STRATEGIC OBJECTIVES FOR QUALITY

The company is committed to achieving all that is indicated in its Quality Policy and sets the following strategic objectives:

- satisfy the customers;
- satisfy the employees;
- finding mutually beneficial forms of cooperation with suppliers;
- improve the asset value of the company;
- to fulfil its responsibilities;
- Management review of company objectives.

To this end, the Management encourages the achievement of both corporate and individual objectives

I.S.G. S.p.A. believes that the desired results are obtained with greater efficiency when the activities and the resources are managed like a process and that every process is connected to the others in a systemic net.

Baranzate, 15th May 2020

I.S.G. S.p.A. Chairman  
Alessandro Ferri  
Chairman  
