

Management establishes the Quality Policy with the aim of achieving customer satisfaction and continual improvement, as well as compliance with all applicable requirements.

In pursuing its quality policy, the Company has identified and adopted objectives organised into the following main areas:

Company: business processes are adapted to market needs, anticipating them wherever possible. Resources are selected appropriately to acquire, develop and retain knowledge and experience. The Company also aims to fully understand the requirements and specifications for supplying safe and compliant products.

Customers: appropriate controls and improvements are implemented to achieve customer satisfaction by analysing services that directly involve the customer. The effectiveness of support and maintenance activities is also assessed. Management and sales teams are committed to providing continuous, personalised technical support, both nationally and internationally.

Production: maintaining control and continually improving product quality and the order lead times required to manufacture equipment. The Company also seeks to build on its experience and strengthen its reputation for supplying reliable products. The priority objectives for supplying products and support services are aimed at ensuring safe conditions of use.

Procurement: maintaining control and continually improving the key processes that affect the quality of purchased products and services. The selection and retention of reliable, qualified suppliers is promoted for the purchase of catalogue products and custom metal fabrications.

Business sustainability: ensuring continuity of supply to customers over time by adopting management methods that prevent incidents and serious obstacles to production. These objectives are achieved by paying attention to environmental performance and meeting workplace safety needs. To complement this approach, the Company adopts ethical principles and declares its commitment to respecting the rights of its personnel.

Through management review, Management periodically checks whether the Company's quality objectives have been achieved and reviews the quality policy and objectives to ensure that they appropriately reflect the Company's circumstances. It also examines and updates the risks and opportunities associated with, and affecting, the various activities included in the Quality Management System.