

# Quality, Environment and Safety Policy for the Italvalv SRL Company

For ITALVALV SRL, having an Integrated System to monitor objectives relating to the themes of quality of service, protection of the environment and business safety is useful for the creation of working procedures, which are able to control working phases and to constantly improve them, making the organization more effective in its activities.

For ITALVALV SRL to guarantee the quality and safety of the services it offers, the management optimizes and makes transparent the resources used, the safeguarding and the improvement of quality of all its components, making up an integral part of the company's mission.

Italvalv SRL believes that care for the ecosystem, safety in the work environment and the service locations, before being a clear moral obligation, represent an integral part of the services offered to its clients.

The Management, convinced of the need to clarify and keep the Quality, Environment and Safety Policy up to date and to provide the reference model for the definition and control of measurable objectives and goals, declares and takes on this policy for Quality, Environment and Safety.

## **Principles**

### Environment

ITALVALV SRL works to respect every normative fulfilment on the subject of protecting the environment, to improve the environmental performance of its processes and to reduce every potential source of pollution that may arise.

### Safety

ITALVALV SRL works to respect every normative fulfilment on the subject of health and safety at work, to prevent any sort of occupational accident and illness, and to improve the performance of the management system for Safety.

### Continuity

ITALVALV SRL recognizes the commitment to continuity and regularity of its services as a priority, except in cases of acts of God.

### Participation

ITALVALV SRL recognizes that all clients have the right to receive, by request, information that concerns them, to obtain a response to complaints in an established time frame, and to be able to make suggestions for service improvements.

### Courtesy

ITALVALV SRL is committed to particularly ensuring the courtesy of personnel towards customers.

### Efficacy and Efficiency

ITALVALV SRL pursues the objective of efficacy and of the progressive and continuous improvement to service efficiency.

Clarity and Comprehensibility of information given to clients.

ITALVALV SRL pays particular attention to efficacy, clarity and comprehensibility of the language, symbolic as well, used when dealing with clients.

## **Commitment**

The Company's Management is committed to carrying out and periodically re-examining this Policy, on the basis of the evolution of the environmental, socio-economic and institutional context, and to disseminate the results achieved.

In addition, to demonstrate our respect for the above outlined principles, the Company's Management defines specific objectives, which are also measurable, that can demonstrate the continuous improvement in the areas of Quality, Environment and Safety.

The Management is committed to raising awareness, organization and coordination of sectors which contribute to development, maintenance and the continuous improvement of its performance, so that the staff feels involved in the achievement of the described objectives and in the continuous success of the Company.

The Company's Management is committed to making use of certifications for its Management Systems as an instrument for visibility and a guarantee for the commitments it assumes.

This Policy is communicated to all resources that work for ITALVALV SRL to make them aware of their individual obligations.

This Policy is an addition to the Integrated Management Systems Manual which is thus distributed.

Basaluzzo, Feb. 28, 2014

Mr. Roberto Roveta, Engr.  
ITALVALV SRL