

## QUALITY POLICY

The Quality Policy is the document which specifies the principles and guidelines on the basis of INPROTEC quality objectives to pursue, verify and demonstrate for improving its business processes continuously.

In this perspective, the necessary elements in considered to understand the needs and expectations of interested parties, from the owners to the employees, collaborators, customers, suppliers and to anyone who comes in contact with the company itself.

In order to obtain a widespread distribution both inside and outside the organization, this document is freely and openly posted in appropriate business areas and published on the company website.

The current frame of INPROTEC activities is characterized by a very competitive market that requires flexibility, efficiency and high quality of the products and services. The Recession of recent years was a period of substantial contraction of turnover, however, commercial actions aimed at implementing reorganizations which led to internationalization business.

Today, 90% of our company's turnover, despite abandoning the traditional and domestic market, is achieved abroad.

Today more than ever, particularly in Automation & Control System market, creating commercial partnerships in business with large industrial automation companies which integrated with the related services allow us to enhance and guarantee the presence effectively in domestic and foreign markets.

In this strategy, investing in the training and selection of personnel is essential for the company's core technical knowledge.

In order to respond adequately to the challenges of the requirements in this market, INPROTEC priority goal is being recognized as a Main Automation Supplier in Automation and Control Solutions particularly in Oil & Gas fields.

The main Products and Solutions in our portfolio are Integrated Control & Safety Systems, ICSS (DCS, ESD-F&G), Distributed Controls Systems (DCS), Emergency Shutdown System (ESD), Burner Management System (BMS), Fire & Gas System and Devices, Data Acquisition-Supervision Systems (SCADA).

The Quality Management System adopted takes as reference the requirements specified in the UNI EN ISO 9001 standard. INPROTEC intends to consolidate of its position on the international market, determine the growth and development strategy of the company, without losing sight of a company's success factors yet recognized by its customers.

INPROTEC seeking customer satisfaction by offering the best solutions in compliance with their requirements, technical specifications, current laws and regulations with competitive price. In

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addition, offering continuously assistance to define and analyze the problems and choosing the best solutions to implement.

Furthermore, in order to fulfill customer needs, it is necessary to make an appropriate selection of suppliers in order to minimize delays in deliveries that will lead to complaints.

INPROTEC is constantly searching for new products with advance technology which can solve technical issues and meet customer's requirements.

The improvement of the above described can only be achieved through constant control of internal processes and the company structure; to improve quality and optimize the costs. INPROTEC is continuously engaged both in the search for the causes of non-compliance and inefficiency besides developing of performance improvement activities.

For the involvement of employees who feel like they are part of the company through their contribution; INPROTEC Management undertakes to make available the necessary resources to promote the contribution of each individual employee to achieve the overall services quality and undertakes process improvement efforts.

The Quality Policy is periodically re-discussed and updated in order to achieve continuous improvement and to monitor its quality strategy over time.

This Quality Policy is pursued through identification of distinct and consistent goals that are periodically updated during the management's quality reviews.

**The chairman**

**Paolo Pietribiasi**

