

Dated on 20/07/2018

SUBJECT: QUALITY POLICY

The present document summarizes the company policy with reference to quality, based on the following principles:

1. To satisfy the Client means to respect his requirements and expectations. The opening up of new markets represents a major challenge for Frilli, both as regards the knowledge of the relevant legislature and its specific and particular needs of the new prospects.
2. To guarantee:
 - Compliance with delivery dates of the equipment
 - Managing of the outsourcing activities by means of planning and audits
 - Attention to and managing of the designing phase of the plant
 - Proper interpretation of the implicit and explicit Client's needs
3. To value its own risk through the definition of:
 - The actual probability of an event happening
 - The vulnerability of the object analysed, with respect to the threatening events
 - Preventive value of implemented countermeasures
 - Possibility of the damage resulting from a potential security incident
 - Mitigation value of the damaging effects of implemented countermeasures
4. The largest involvement of all the internal and external co-operators is the precondition for the continuous improvement of our services
5. The activities foreseen by the Quality System are the instrument for a successful realization of such involvement and services improvement.
6. In every moment of work, ideas and purposes for upgrading at all levels shall be submitted. Communication, co-operation and teamwork are the base of our Quality System.
7. Starting from the Client's requirements and those of the market, the General Management defines annually aims and resources for the Quality.
8. The Suppliers are an essential part of our reality and are involved in our improvement program

Date:20/07/2019

General Manager

Aurelio Barbieri