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 <b>TECNOCONSULT</b> <small>ENGINEERING CONSTRUCTION SRL</small>	<b>QUALITY POLICY</b>	File name	QUALITY POLICY_Rev 05_27-01-2020.doc
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### TECNOCONSULT ENGINEERING CONSTRUCTION QUALITY POLICY

With its Quality Policy, Tecnoconsult Engineering Construction srl intends to provide the best Customer Service abiding by current laws and regulations. The following are the main points of the implemented Quality System which ensures that high quality standards are met:

- definition of the different roles and tasks within the Organization and setting of the procedures which will be followed during the different phases of the process/project;
- constant monitoring of performances and actions in order to implement them;
- optimization of human resources and materials in order to achieve the prearranged objectives;
- management ensures that Quality Policy is fully communicated and understood within the Organization through trainings and meetings, for constant improvement;
- setting of concrete and measurable indicators which are periodically reviewed;
- all employees are actively encouraged to meet the Quality standards;
- the designate Quality Manager is responsible for the management of the quality system throughout the whole process/project;
- the Organization delegates its responsibilities to all external consultants and suppliers.

The following is a list of the general Quality control objectives that Tecnoconsult Engineering Construction pursues:

- constant attention to the customer's requirements and to performance conformity with the contract requirements, including applicable standards and regulations;
- quality and efficiency implementation throughout the whole process/project by standardizing the operational procedures and applying quality control standards;
- constant improvement of commitment, responsibility and respect for the quality of employment and working conditions abiding by health and safety regulations, in order to achieve the objectives;
- reducing random errors and encouraging improving proposals, in the interest of optimizing human resources and materials.

With regard to the above general objectives, Tecnoconsult Engineering Construction has also set the following specific objectives of the Quality Management System and also ensures constant monitoring and measurement of them:

- ensuring a quality product in conformity with the customer's requirements by meeting deadlines, planned budget and resources, by avoiding customer complaints and where this is not possible by handling them in a constructive way, customer satisfaction being the main objective of the whole quality system;
- efficient management of the different processes of the system, such as sales/management, services provided, purchasing and quality. This is made possible by getting new contracts even in the form of services provided at the customer's site with a consequent increase in staff members if necessary and by ensuring the conformity of the purchased products, the adequacy of the suppliers and the effectiveness of the Quality System (resolution of non-conformities).

The Chief Executive Officer is the highest authority for all quality matters and he is also responsible for Quality Policy and its interpretation. The Quality Manager represents and acts as Senior Management Representative in his absence.

Approved:

  
 (Chief Executive Officer)  
**TECNOCONSULT Engineering Construction Srl**