

QUALITY POLICY

Carlo Gavazzi Impianti operates in engineering, construction, operation and/or maintenance - both in Italy and abroad - of plants for production, processing and distribution of electricity, electrical, instrumentation and control systems for industrial applications in general, and in particular in oil & gas field, electro-mechanical systems and weak currents for applications in civil/infrastructure field.

The know-how, the technical capabilities, the professional and careful management of works, have allowed to meet customers' needs and expectations, to reach relevant levels of competitiveness and a continuous development of the Company, but the market in which it operates – strongly competitive – requires a constant improvement of Quality to obtain better and better performance in compliance with the planned schedules, to avoid failures and/or interferences in the organisational interface and to create “products” which meet all our customers' expectations.

In this context Carlo Gavazzi Impianti has developed a Quality Management System which offers global solutions that consider all the relevant elements for the success of the works: financial, realization, management and engineering aspects.

Each employee will apply the Quality Management System provisions in force and will strive to continuously improve it.

To steadily maintain and improve performances of activities and processes and for the full customers' satisfaction, the policy of Carlo Gavazzi Impianti SpA is:

- **to make known – at all Company's levels - the established Quality Management System;**
- **to maintain the Quality Management System in conformity to the requirements of the current UNI EN ISO 9001: 2008 (EN ISO 9001: 2008) standards;**
- **to provide the necessary resources to achieve the level of Quality required by UNI EN ISO 9001: 2008 (EN ISO 9001: 2008) standards;**
- **to plan training of personnel to implement their technical and management skills;**
- **to monitor - through internal audits – the application of the Quality Management System;**
- **to periodically review the Quality Management System in order to evaluate, through appropriate indexes, if the stated targets have been achieved and to define actions for promoting its continuous improvement.**

Marcallo con Casone (Milan), July 2014



the Chairman
(G. Ampollini)