

QUALITY POLICY

The TERMIGAS quality policy is the set of values and principles defined by the Management Committee which constitutes the fundamental reference point for identifying the quality objectives and for guiding the Company towards positive and satisfactory results for all the parties involved in the performance and success of TERMIGAS: customers, employees, suppliers, end users.

The aim of TERMIGAS is to achieve quality not only for the systems and services provided, but also for the whole production process. An approach to quality which aims at continuous improvement will also produce a greater efficiency and flexibility and increase the customer satisfaction.

An integral part of the quality policy is the development of human resources and improvement of the health and safety of the workers at the workplace.

The decision to implement the quality management system in accordance with UNI EN ISO 9001 confirms, reinforces and improves the actions and the behaviours adopted so far.

In order to implement its mission, by the achievement of defined, planned, shared/communicated and regularly reviewed objectives, TERMIGAS bases its actions on certain fundamental values/principles:

Customer focus

The prosperity and future of TERMIGAS depends on its Customers. It is therefore absolutely essential to understand their present and future needs, meet their requirements and aim to exceed their expectations.

Leadership

The managers who perform guidance and coordination roles are involved and stimulated in the correct interpretation of the inputs of the Management Committee, in actively contributing to the achievement of the results, in providing a good example and in motivating their personnel in order to use their potential to the maximum.

Participation of the personnel

The employees and personnel at all levels constitute the essence and the assets of TESI: their full involvement enables their skills to be used to the maximum extent by the Company.

Process approach

The desired result is achieved more efficiently when the relative activities and resources are managed as a process.

Systemic management approach

The correlated services are managed as a system and this contributes to a greater efficiency and effectiveness of TESI in achieving its objectives.

Continual improvement

In an increasingly competitive world, the Customers' needs are constantly developing and the services provided by competitors are continuously improving; the need to stay up-to-date makes the continuous improvement activities for all company aspects an absolute priority.

Decisions based on factual data

The development of TERMIGAS is based on an analysis of the data and results which emerge from the individual projects, the requests and needs expressed by the Customers and the technical developments and changes to standards which are in progress.

Mutual benefit relationship with suppliers

TERMIGAS and its suppliers are interdependent and a mutual benefit relationship improves, for all parties, the value creating capacity.

Safety awareness

The health and safety of the workers is an absolute essential value and objective. Being aware of the importance of the preservation and protection of the environment, health and safety (HSE), is working hard to protect, maintain and improve the environment in which it operates.

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CHIEF EXECUTIVE OFFICER

Andrea Roberto Sergio Burchi

