

1. **BUSINESS MISSION – CONTEXT**

Our horizons are vast, we look to develop our Mediterranean and the Middle East markets, creating synergy with our Clients and Partners.

In recent years, we have had to face realities and ways of thinking different from our own, always managing to find an effective collaboration with local Partners and with our Customers, who continue to give us confidence. We have faced and overcome major challenges, both technical and commercial. We are now aware of our ability to understand and solve complex problems, and we have a duty to spend this important resource where it is a winning weapon.

We want to offer qualified job opportunities to young professionals, who through hard work and commitment will gain experience and the ability to take on more and more responsibility.

2. **QUALITY POLICY**

INGEMAR S.r.l., aware of the need to effectively and continuously satisfy the expectations and needs of its customers and to define shared internal organisational rules, has decided to implement and maintain a Quality System in compliance with the requirements of UNI EN ISO 9001:2015.

The last update of the rule UNI EN ISO 9001, invites the top management to analyse in detail all risks for the company.

These risks and the consequent preventing actions are well known to the management. The update of the standard offers guidance for risk assessment and invites the definition of measures to be taken for their mitigation.

To reach and maintain this goal the management in planning the following commitments:

- aim at an increasingly strong work organisation by developing and supporting the professional value of staff and clearly defining tasks and responsibilities of the various resources;

- define strategic lines for the business area, aimed at achieving annual turnover targets combined with adequate profitability;

- improve the coordination and forecasting of design activities to match the technical office resources to the client's requirements;

- plan the use of internal and external resources in relation to contractual delivery times, while improving internal communication for more effective information sharing;
- updating and possibly renew its production equipment and machinery with available technologies and analysing the feed-back from the production area;
- define the necessary training activities, in particular for an introduction of new resources and to facilitate the upcoming changes of function managers;
- manage the risk at an acceptable level and aligning it with the organisation's overall strategic risk management framework;
- define and implement the operational lines for an effective approach to risk, understood as the set of rules, functions and coherently planned instruments that guarantee, where possible, compliance with the standards defined by the company;
- monitor and review the management system with goal of its continuous improvement, taking every opportunity for refining it; at least once a year verify its functional adequacy and effectiveness over time, with respect to its intended purposes, through the Quality System Review.

Milan, January 21th 2021

QUALITY MANAGEMENT REPRESENTATIVE	CHAIRMAN OF THE BOARD OF DIRECTORS
Managing Director Eng. Sebastiano Pulina	President and CEO Eng. Lorenzo Isalberti