

QUALITY POLICY

YEAR 2019

MARTINI srl considers quality a fundamental element of its corporate strategy, and promotes the respect of it at all levels of the organization.

The Company Quality Policy is focused on customer satisfaction and loyalty, and on constant improvement of the performance, always in full compliance with industry regulations and applicable laws.

In addition to customer satisfaction and product improvement, MARTINI srl commits in order to ensure that the internal staff, feeling part of a team focused on business success, finds the right atmosphere and is stimulated to guarantee performances in line with the company's high standards. It is also necessary for the staff to be available for spending time and energy to foster innovation, and to be inclined to develop personal skills to be used in the workplace for common growth paths together with the Company.

The General Management is personally committed to achieve and maintain specific objectives which, as a whole, determine the achievement of the global quality strategy:

- We always want to be aware of the needs and requirements of our customers, and this is made possible by having a direct communication with them in order to correctly interpret their needs and then translate them into products and services that meet their expectations even further;
- We want to be fully aware of how our business is developing in order to always be at the forefront;
- We want to be those who bring innovation to the sector in order to differentiate ourselves, and expand the number of people/companies that rely on MARTINI srl to meet their needs;
- We want to honor our commitments, promote continuous improvement of company processes, guarantee compliance with the mandatory requirements for the related products and services;

- We want to face new challenges successfully and always be ready for change and innovation, which we consider a winning feature;
- We want the information related to safety and health risks to be fully spread in the workplace and also how to intervene in emergency situations, which can cause harm to the people or the environment.

In order to achieve what mentioned above, we are aware that:

- We must be convinced that our first and irreplaceable resource is made up of people, with their skills and experiences, with the experience of the elderly and the enthusiasm of the youngest, with their creativity and with the desire to be part of a team;
- We must ensure profitable and serene professional relationships for employees, encourage professional growth and ensure a safe work environment in which everyone can feel satisfied;
- We must prioritize preventive actions and internal investigations to protect the safety and health of workers, so as to significantly reduce the likelihood of accidents occurring and, in particular, industrial injuries;
- We must consider our Suppliers as our partners, rather than mere providers of work and materials, in order to share with them our needs and the expectations of our Customers;
- We must show availability, competently manage the Customer requests, and use all the tools necessary to further increase the business volume;
- We must be able to identify, assess and manage the risks that could negatively affect the Company's performance;
- We must remember that continuous improvement is the means but also the end;
- We must make sure that our Customers consider us the ideal partner for achieving success;
- We must be proud of what we do.

Everyone inside MARTINI srl is committed for the achievement and maintenance of specific targets which, as a whole, determine the achievement of the global quality strategy.

The objectives for 2019:

- *To further strengthen the contacts with design studios/architectural firms in order to increase contracts with private customers;*
- *To look into the specific needs of each Customer during the offer phase, advise him/her but above all guide him/her, by proposing customizations in the building automation sector;*
- *To Commit in order to keep the quality of the services provided and the products supplied always high;*
- *To prevent the occurrence of non-compliance during the course of the processes;*
- *To guarantee a constant action of valorization, motivation and professional growth of the people, encouraging dialogue between workers in order to maintain a positive climate within the Company;*
- *To improve the company management software, in order to obtain a greater effectiveness in administrative activities and a better control of costs, times and planning of work orders;*
- *To keep on improving the image of responsible and efficient Company;*
- *To promote the image of the Company by updating the Company website and the social media;*
- *To encourage the growth of the Company, by directing the use of company resources towards the achievement of economic objectives and ensuring adequate profitability and financial stability;*
- *To comply with the requirements of the Quality and Safety Management System and ensure their continuous and effective application.*

The Company Management undertakes to ensure that this Policy is understood, shared, implemented and carried out by all employees and associates and at the same time it undertakes to share it with all interested parties, by taking advantage of all the internal communication tools in use.

It also commits to periodically review such Policy, to ensure its alignment with the evolution of the Company and the organizational structure.

Date 07/01/2019

Signature _____