

## Quality Policy

The primary objective of Project Automation is to be a Centre of Excellence for "Information and Communication Technology (ICT) and Supervision and Control System Engineering" applied to the areas of the Environment, Mobility & Security, Transportation; this means that we intend to introduce ourselves as competitive and reliable suppliers of products, systems and services in order to optimize the best customer satisfaction at a lower cost. The primary objective is characterized in the following objectives:

- providing products, systems and services which satisfy the expectations of our customers in terms of quality and while respecting the compulsory rules
- continuously improving our processes and procedures
- increasing the internal satisfaction and the partnership with suppliers and associated companies.

The defined objectives can be achieved through:

- the definition of the context where Project Automation works and the identification of all the factors, internal and external, which are relevant for its purpose, associated with the identified stakeholders
- the involvement of all the staff, essential for the greatest contribution possible to Quality and for the process of improvement of it, that can be obtained through formation and training of the involved personnel, so as to maintain always a proper level of awareness, knowledge and expertise as *well as inclusion and cohesion*
- the continuous improvement of Project Automation's performances towards the Customer, both inside and outside, that can be obtained through the implementation and the stimulation of programmes:
  - aimed at managing both risks, through planning aimed at preventing and reducing unwanted effects, and identifying opportunities
  - organized, planned and aimed at quantifiable results aimed at consolidating each improvement solution adopted
  - led by the Management commitment at all the levels, to give priority to the improvement, to link the results with our trading objectives
  - based on the participation of all the employees
  - aimed at increasing customer satisfaction
- the most extended possible adoption of international rules, as well as procedures of Project Automation
- an appropriate management policy of suppliers of goods and services, which should contemplate the identification of the optimum number of suppliers and the maintenance of strict relationships with the selected ones
- a well-defined and structured approach for the management and control of the process aiming at the market of complex systems
- a wide "feedback" of site information towards the organizations in charge of the quality of products/installed systems, including the qualification/training for their use
- The implementation, integrating with the Quality Management System, in order to allow to continuously improve the whole Organization's performance, of:
  - Management System of Health and Safety at work, which is able to make the work environment safer for the current and future employees through an effective risk control and the consolidation of the concept of prevention, by enabling to improve business performances
  - Environmental Management System enabling to reach a good level of sustainable behaviour through the control of environmental impacts connected with their own activities, products and services
  - Corporate Social Responsibility Management System that allows to increase the confidence of users and social organizations, demonstrating compliance with ethical and social principles
  - Information Security Management System about SRI®, able to achieve the defined information security objectives and manage business related aspects
  - Gender equality, provides for the adoption of performance indicators (KPI) relating to gender equality policies
- a Calibration Laboratory used within the Environment BU, designed as a means by which to ensure that the calibration services provided comply with the specified requirements;
- the F-GAS certification which awaits the suitability of the PA and its workers in possession of the certificate to manage fluorinated greenhouse gases;
- the GHG (GreenHouse Gases) verification declaration, according to the UNI EN ISO 14064 standard in order to determine, control and reduce the significant environmental impacts resulting from the activity carried out;
- the preparation of the Sustainability Report with the aim of communicating to all interested parties, both internal and external, the values, company objectives, economic, social and environmental results generated in carrying out the activities.

Such objectives are realized through the participation, in all levels, in the programmes aiming to quality improvement. This means that:

- our decisions are based on the full understanding of the customer's expectations in terms of quality, and the effect of our decisions on the relationships with the customer
- our processes and procedures improve in time and help each other to carry out one's work from the very beginning, so as to eliminate non-quality costs
- participated "co-makership" relationships are established with our suppliers so that we can assure that each one has a quality system suitable for the job to be performed;
- tested resource planning procedures are used
- a cooperation climate among the various Project Automation resources is developed more and more.

In this way, each member of the organization has to contribute to the fulfilment of our objective.