

QUALITY AND ENVIRONMENT POLICY

Penta S.r.l. intends to ensure full customer satisfaction and continuous improvement of its management and operational efficiency, in the belief that this is an indispensable prerequisite for affirmation and success on the market.

Penta S.r.l.'s strategic objectives are the continuous improvement and rationalisation of production processes and products, progressive reduction and elimination of the factors that adversely affect company results, of compliance with regulations, laws, provisions, growth and professional expertise of its staff who are viewed as the company's main asset.

The company is committed to achieving comprehensive customer satisfaction whilst protecting the environment and preventing pollution.

To this end, Penta S.r.l. has implemented and maintains and continuously improves an integrated management system in line with UNI EN ISO 9001 and UNI EN ISO 14001 standards.

The Quality and Environment Manager is in charge of taking care of their definition, application and systematic improvement, with the collaboration of all company departments.

Penta S.r.l. recognises that the quality of its products and services has a significant influence on its image and position on the market and, therefore, on the company's profitability.

Penta S.r.l. establishes and pursues a business management strategy based on the following objectives:

- customers: to strengthen a long-lasting partnership by correctly interpreting requests and providing both products suitable for use, which are compliant with the specifications, laws and regulations in force and services that meet expectations;
- to ensure a consistently high level of quality of the range of products supplied to customers, their constant updating and improvement, in compliance with safety laws and national and international regulations, in order to meet the explicit and implicit expectations of customers through:
 - the continuous adjustment of the company's capacity and flexibility, in order to maintain strong competitive approach along with a high level of quality;
 - flexible and prompt deliveries, as well as constant compliance with the commitments agreed upon with the customer.
- leadership and staff involvement: providing adequate resources, both material and human, to ensure effective management of the integrated MS, safeguarding and improving company know-how through staff training plans at all levels.
- to comply with the mandatory regulations applicable to its business, including those related to the environmental and the health and safety of workers;
- to create products that respect environmental protection needs both in terms of prevention and protection (limitation of environmental impacts and resource consumption);
- to promote initiatives aimed at improving energy efficiency and optimisation



penta srl
metal seated ball valves



Top management verifies the implementation and effectiveness of the integrated MS through periodic reviews.

Top management is responsible for ensuring, supporting and reviewing the implementation of the policy.

Every manager of the operating function is responsible for the effective application of the Quality/Environment Management System and the achievement of the established objectives, within his/her area of responsibility. Any problems that cannot be resolved at the specific function level must be reported to the general manager.

All staff are required to contribute towards the implementation of this policy which is communicated and displayed throughout the company and is of fundamental importance for the success of the company.

Based on the contents of the Quality and Environment Policy, Top Management decides the corporate objectives for the year 2020, described in the document **“Quality and the Environment Objectives”** and monitors their progress through specific indicators.

Any effort aimed at achieving and improving these objectives by any member of the company is a commitment that is wholly shared and approved by top management, which will also keep all employees and partners informed on the status of their achievement following periodic analysis.

| Top Management | | |
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| Revision | Date | Signature |
| 16 | 27/01/2020 | |