

QUALITY POLICY

The management of ESA SpA, a company that is part of the SIAD Group and operates in the sector of complete solutions for industrial combustion on national and international markets, recognizes that the Quality of its business management is decisive for the achievement of objectives and results in the medium and long term. In this sense, it intends to maintain and disseminate at all levels of the Organization a Quality Management System that is truly efficient and effective, that is able to incorporate internal and external stresses on the company and transform them into effective improvements. ESA SpA, following the group strategy, operates with the aim of producing profits, creating job opportunities for company employees, taking all interested parties into consideration, with the aim of maintaining its leadership position on the national and international market, trying to be always better and ahead of the competition.

In this perspective ESA S.p.A. intends to make its commitment to a functional **Quality System by:**

- ✓ Respecting current laws and regulations in the countries where it operates
- ✓ Setting up a suitable and stimulating work environment with particular attention to the safety of the workers, to the collaboration relationships and to the harmony between the departments respecting also the ethical and social aspects
- ✓ Focusing attention on the customer by carefully analyzing all his specific needs and expectations, whether implicit or explicit
- ✓ Making optimal use of the resources necessary to achieve the objectives, in particular with regard to critical activities and transformation processes
- ✓ Increasing the professionalism of the staff also through training, support and training
- ✓ Carrying out continuous monitoring of internal processes and those outsourced, outsourcers, suppliers and collaborators operating on behalf of ESA
- ✓ Ensuring that all changes to the company's quality system are planned and managed aiming at continuous improvement
- ✓ Investing with conviction in Research and Development activities aimed at increasing quality, production efficiency, sustainability and safety.

With the aim of pursuing the following **objectives:**

- Increase its presence and competitiveness on the national and international market
 - Propose technical solutions to the customer that are compliant with the regulations, which are innovative in terms of efficiency, performance and environmental impact
 - Guarantee the customer high quality standards of the products and services provided, an effective and timely assistance service and deliveries on schedule
 - Improve the level of satisfaction perceived by the Customer, respecting the commitments made
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- Correctly correspond to the expectations of all ESA stakeholders: lenders of work and capital, customers, suppliers and partners, local community and state authority

Esa S.p.A. undertakes to identify specific Quality objectives that are achievable and measurable and to constantly monitor their progress, reporting to the Management on the performance of the quality management system and on improvement opportunities every four months and with an annual Management Review .

Curno (BG), 12/11/2021

Management Board

