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| GASMARE SYNERGY srl Saronno (Va) | Quality Policy |
| | MdQ Rif. punto 5 <u>Mod- 5.2</u> |

FROM: Management

TO: Customers and Employees

The Management of **GASMARE SYNERGY srl** reports to the customers and employees the objectives defined for the Quality Management System in compliance with the UNI EN ISO 9001:2015 Standard, which aim at the continuous improvement of the System as well as the achievement of customer satisfaction.

GASMARE SYNERGY srl has considered the risks and opportunities deriving from the context and interested parties analysis and from its own business processes. The company has defined the following objectives:

- Operate in compliance with the technical and legislative rules that govern the sector, to ensure customer satisfaction;
- Address the "Quality" issue both from a strategic and operational point of view;
- Facilitate internal and external communication to generate measurable improvements in its services that allow to maintain a high level quality;
- increase the profitability of our services.

Specifically, the objective is to have:

- An internal organization that allows the Customer to be informed of the progress of the services;
- A polite and competent staff
- The commitment of all employees to meet Customer needs;
- Safety of people, things and environment.

The Management is also committed to:

- encourage and promote the development of Policy and to assign the necessary resources to pursue it;
- ensure, through the application of the Quality Management System, that the Policy is understood, implemented and supported at all company levels;
- pursue customer satisfaction as the primary objective of the organization;
- keep its collaborators informed of the company's performance, disseminating information on the achievement of the objectives, so that everyone is aware of the importance of their role and have an index of their effort within the organization.

The management considers essential the involvement of all the employees for the achievement of the objectives and also believe fundamental the collaboration of external professionals able to provide the knowledge and skills necessary to grow professionally and to achieve customer satisfaction.

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The management of **GASMARE SYNERGY srl** is committed to:

- improve the level of culture, preparation and technical knowledge of the staff to meet the explicit and implicit needs of the Customers;
- monitor the activities that influence the quality of the services, collecting and analyzing the data that allow defining strategies to manage risks and opportunities;
- operate in compliance with the safety criteria indicated in Legislative Decree 81/2008 "Law on Safety in the Workplace";
- plan and schedule training courses for personnel on the Quality Management System implemented and to verify that the stated Quality Policy is widespread at all levels, supported by the managers and formally implemented.

The above objectives will be monitored during annual management review and in any case whenever there is a need for intervention.

GASMARE SYNERGY srl also ensures that in the development of its service, all measures are taken to guarantee the confidentiality of information relating to its customers.

Data 02/07/2019

The Management