

Recipients: Customers, Partners, *Business Partners*, Employees, Suppliers, Inspection and Control Bodies.

The *mission* of AQT S.r.l. is to provide services of: design, coordination in the construction, development, maintenance, *revamping* of V.R.U. plants, as well as services for marketing, regeneration, handling, storage of activated carbon.

AQT S.r.l. provides the services in compliance with the technical and contractual requirements agreed with the Customer, while maintaining the competitiveness of its prices with respect to the market through the planned control of production processes and through a structured economic and financial management of the company.

The Quality Policy is the cornerstone of our Quality Management System and constitutes a structural framework for the definition of sectoral and measurable objectives established by the Management.

The fundamental objectives, general and monitored over time, are:

- meet the expectations of the Client and all other interested parties;
- provide services that comply with regulatory, technical and legislative requirements;
- pursue the objective of complying with the deadlines contractually established with the Client;
- ensure our permanence on the market (*business continuity*);
- ensure that the provision of services is carried out from a technical and economic point of view under controlled conditions and in accordance with the requirements established with the Customer, preventing non-conformities and planning, if necessary, corrective actions as part of the continuous improvement of processes;
- ensure compliance with environmental and worker safety laws in workplaces and workplaces;
- ensure adequate controls on the goods supplied through proper storage, conservation, packaging, handling and transport in order to ensure the compliance of the plant;
- ensure the integrity of the Client's property;
- guarantee after-sales services in accordance with contractual and legal requirements.

These fundamental objectives can be achieved by:

- establishing fruitful collaborative relationships with interested parties through continuous technical assistance in order to meet any expectations and needs;
- planning and improving management, main and support processes over time;
- controlling all relevant risk elements related to internal and external factors (including climate aspects);
- planning and scheduling orders in order to ensure the necessary resources necessary for the effective functioning of the processes;
- formulating technical-economic offers that are in line with the Client's needs and that reflect the technical-organizational and economic-financial capabilities of our Organization;
- seeking the full involvement of all staff in initiatives to empower them, increase their skills, encourage them, increase awareness, and enhance the value of the person;
- correctly and profitably managing relationships with suppliers of raw materials, equipment and services;
- using suitable instruments subject to periodic, scheduled or extraordinary maintenance;
- using measuring and control instruments of adequate precision class in order to ensure the necessary *quality and safety* standards.

In order for our *business* to be developed in a controlled, efficient and economical way, a Quality Management System has been designed and implemented according to the requirements of the international *standard* UNI EN ISO 9001:2015 which AQT S.r.l. fully applies without indicating exclusions of requirements.

The scope of application of the Quality Management System of AQT S.r.l. reproduced on the Certificate is as follows: CONSULTANCY, DESIGN, CONSTRUCTION, INSTALLATION, SALE, MANAGEMENT AND MAINTENANCE OF EQUIPMENT, PRODUCTS, INSTRUMENTS AND GAS TREATMENT PLANTS. MARKETING OF ACTIVATED CARBON FILTERS FOR WATER, AIR AND GAS PURIFICATION PLANTS.

To ensure this, the Management disseminates this document to all interested parties and promotes all the actions necessary for lasting success through the continuous implementation of the Quality Management System and the improvement of products and processes.