

## QUALITY POLICY

Be.Tube S.r.l, taking into account its context, intends to be a flexible, agile and innovative organization whose primary objectives are:

- Maintain and strengthen its position in the market of turbulators, bimetallic tubes, plain tubes and finned tubes
- Offering services and products with high specialization
- Adopt the principles and methodologies of production management 4.0
- Meeting relevant stakeholders' expectations and meeting the customer's requirements, needs and expectations in full compliance with rules and regulations;
- Responding to the market flexibly and competitively;
- Constantly improving the quality offered and effectiveness of the Quality Management System (SGQ).

To implement this policy, the Directorate is committed to:

- Plan meetings with staff at all levels to inform them about the methods of the Quality Management System (SGQ) in order to actively involve them in continuous improvement and achievement of the objectives declared in quality policy;
- Promoting vertical communication between production and business management
- Maintain an internal management system in accordance with the requirements of UNI EN ISO 9001:2015, documenting and defining the tasks and responsibilities within the company organization;
- Monitor activities that affect product quality
- Assess the quality of the service by determining the level of customer satisfaction;
- Make investments in order to optimize the workforce, the means, equipment and the working environment as required by applicable laws and regulations;
- Review quality policy annually in order to verify its suitability and topicality, and define and review its objectives.

The Management invites staff to actively collaborate in applying the methods of the Quality Management System and to suggest its improvement.

DATE 13 September 2022

**Managing Director**  
**Gabriele Bacchi**