

## QUALITY POLICY

ORTON Srl's motto "*Designed for tomorrow, available today*" leaves no doubt about the firm intention to provide Customers with an ongoing service and a leading edge product while fully meeting safety and environmental requirements, and promoting the professional development of the individual.

It is only through the full application and in-depth understanding of our Quality Management System and our Customers that a product suitable for their requirements can be created.

To this end, the Quality Policy adopted by ORTON srl is centered on the quality of the products and services in order to maintain a consistently high level of Customer satisfaction and confidence.

The product and the service must therefore meet a number of requirements, among them:

- Being designed and realized using the most modern techniques for severe applications which could involve analyses and statistics of future requirements;
- Being designed and realized by people with appropriate skills and experience;
- Being suitable for the defined needs, purpose and use;
- Delivering products on time and in compliance with contractual requirements;
- Satisfying suppliers' expectations paying on time and issuing project documents easily readable and clear (in terms of requirements);
- Satisfying employees' expectations paying on time and providing a comfortable work environment
- Satisfying IMI Group (Stakeholders)' expectations selling products and regularly achieve the budget scheduled for each year
- Complying with specifications and standards;
- Complying with the requirements of the applicable law, rules and regulations;
- Being compatible with Environmental, Health and Safety requirements;
- Being available at competitive prices which allow the Company an adequate margin.

A.D. / Top IMI Group Managers (Critical Engineering Division) undertake(s) to:

- Establish, communicate, explain and implement policies on quality, ethics and codes of conduct without neglecting anything relating to Safety on the workplace or the environment;
- Check regularly, at the time of the Managing Review or of meetings, that the Quality Policy is planned, suitable and effective for pursuing Corporate objectives, including Quality objectives;
- Ensure that the resources are adequate, and ensure that responsibilities are defined and communicated within the Organization;

- Provide a general summary of the Company's progress in order to set and re-examine the Quality objectives making available suitable resources and equipment;
- Diffusion of Policy and Targets to involved parties.

This Quality Policy aims to achieve the following objectives:

- To monitor and improve product and service quality by measuring and constantly reducing, eliminating and preventing non-conformities;
- To employ the most appropriate technologies and resources, both internal and external;
- To use the best processes, both internally and outside the Company;
- To pursue and achieve the ongoing satisfaction of the Client;
- Protect privacy;
- Implement careful governance related to the developments of the COVID-19 emergency;
- To pursue continuous improvement at all levels of the Company aimed at satisfying the product requirements and the ongoing improvement of the Quality Management System's effectiveness.

Orton intends to integrate into its policy the recent priorities and needs in the face of the contingent situation dictated by the Covid-19 pandemic, both in terms of compliance with current regulations and education and training of employees, as well as adaptation of relationships with customers and suppliers, to in order to guarantee the safety and health of all the people involved. In particular, by adopting digitalisation and long-distance relationships, where possible and appropriate, as well as setting, as a medium-term objective, the development of commercial policies adhering to the risks arising from any new restrictive measures.

Due to the new financial trend / market caused to the Covid-19 pandemic, Top Management confirm the Quality Policy but integrates it as follows:

**Mission:** perform an optimization sales process between Orton (butterfly valves) & Truflo (ball valves) in order to reduce cost and seek greater interaction in the reference markets.

**Vision:** increase synergies between the two companies over time, sharing processes, personnel and market objectives.

**Piacenza**

**2021-01-01**

**Managing Director (A.D.)**

**Francesco Bracchi**

