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	Version	0

Customer satisfaction is Boscarol's primary goal.

In fact, Boscarol aims at the continuous improvement of its services by adopting specific measures that are all listed in the so-called Quality Management System.

To best pursue this purpose, Boscarol's management commits itself:

- To providing resources, economical means and suitable skills; to conferring powers and responsibilities in the best way possible and to defining all the necessary procedures for the correct and efficient functioning of its Quality Management System. Therefore, the leadership is declined in the following actions:
 - involving the whole staff;
 - promoting and sharing a mindset which is appropriate to an up-to-date Quality Management System, and that also takes into account both the operational context of the company and the related Business Risk Management;
 - creating the right information channels;
 - periodical reviewing and updating of this present document to keep up to the changes of circumstances and expertise.
- To guaranteeing that its activities are lead in the strict compliance to the European Directives (2014/68/UE PED, 2010/35/UE TPED) and to all the existing laws and regulations concerning not only industrial processes and finished products but also all the Company rules.
- To ensuring the workplace safety by observing the regulations in force in terms of health. This regards, given the presence of a global pandemic, Boscarol's management has adopted the necessary protocols to avoid the spread of COVID19 within the company through the employees' awareness and by providing the right tools.
- To continually improving the efficiency of its activities by assessing each time the economic feasibility of the potential use of the best technologies available on the market.

This policy carries out with the following macro-targets over the medium term:

- Products range extension through the development of valves from DN65 to DN150;
- Entry into the LNG sector (Liquid Natural Gas);
- Update of the reducers/ economizers range;
- Online presence reinforcement through the social media with the aim of making the company visible at an international level;
- Digitalization of the company throughout all the stages of the production process;
- Update of the cryogenic valves from the DN 15 to the DN 50.

Filled by:	Approved by:	Date
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