



Quality & environmental company policy

Emmegi S.p.A. is a leader company in the design and manufacturing of heat exchangers for industrial machinery, mobile machinery, air compressors, endothermic engines and hydraulic systems since 1975, whose main strategic value is the maintenance and the continuous improvement of its Integrated Management System of Quality and Environment, in compliance with the UNI EN ISO 9001:2015 and UNI EN ISO 14001:2015 standards.

The Company's aim is the achievement of the following fundamental objectives:

Customer Satisfaction

- Complete understanding of customers' explicit and implicit needs and forecasting the market expectations through a constant comprehension and monitoring of customer satisfaction;
- To provide technologically advanced and reliable products always in compliance with the contractual and regulatory requirements, keeping high quality standards throughout the product life cycle;
- To ensure on time delivery times, efficient after-sales support and functional management of any non-conformity;
- A continuous improvement of business processes by analyzing the customers' feedback and identifying corrective actions and preventive measures.

Respect and Protection of the Environment

- To implement sustainable practices whose aim is pollution prevention and reduction of environmental impact caused by business activities;
- To monitor and reduce the natural resources consumption (energy, water, raw materials) and promote energy efficiency and material recycling;
- To ensure a proper waste management by paying attention to the waste sorting and disposal in compliance with the current regulations, and, where possible, its reuse;
- Systematic evaluation of the environmental aspects and impacts strictly linked to processes, products, and services whose importance is taken into consideration during the strategic and operational decisions;
- To ensure the full compliance with environmental laws, applicable permits, and any other voluntarily undersigned requirements.

Culture of Quality and Environment

- Personnel involvement in the principles of quality and environmental respect, by promoting awareness, responsibility, and virtuous behaviour.
- To provide ongoing training and appropriate instruments in order to enhance skills and give importance to each employee's contribution in the improvement of the Management System.
- To foster a safe, collaborative, and motivating work environment always inspired by values based on ethics, transparency, and mutual respect.

Continuous improvement of performances

- Annual definition of measurable objectives about the quality improvement of both products/services and environmental performances and subsequent check of their achievement through specific indicators;
- Planning of periodic internal audits in order to evaluate the efficacy of the System and implementation of corrective actions where necessary;
- Analysis of the risks/opportunities concerning the business processes and consequent introduction of solutions geared towards innovation and sustainable competitiveness.

13/05/2025

A handwritten signature in black ink, appearing to read 'Alessio Massio'.

The Management commits to periodically reviewing this Policy in order to verify its everlasting adequacy, dissemination and implementation within the organization and ensures its availability to the external interested parties.