

QUALITY POLICY

The Sofinter Group pursues the goal of continuing to be a proactive and globally recognized player in the development of major projects for the construction, maintenance and rehabilitation (Boiler Service) of steam generators, while respecting the needs of its customers, mandatory requirements and environmental balances.

The Sofinter Group offers a wide range of products to cover the steam generation market.

More specifically, Sofinter, with its Macchi and SWS business units, engineers and manufactures steam generators, recovery boilers, waste heat boilers for applications in sectors such as oil & gas, chemical, petrochemical, fertiliser, gas treatment and liquefaction, for both onshore and offshore applications, working in synergy and with both vertical and horizontal integration with the SWS division in desalination, degassing and process water treatment. AC Boilers SpA, a subsidiary of Sofinter, in its product range includes steam generators for conventional or combined cycle gas turbine power generation plants, steam and biomass generators and for municipal waste-to-energy, molten salt solar receivers for concentrated solar thermal power plants and thermal energy storage systems.

Continuing with the optimisation of synergies through the deployment of a wide range of resources pooled by the parent company Sofinter SpA, AC Boilers SpA and Macchi Romania Srl aim to increase their profitability by strengthening their position in their respective markets.

Sofinter SpA and AC Boilers SpA have identified as critical success factors the continuous improvement of product performance, the definition of design solutions to reduce product costs, and the innovation of organisational schemes and internal processes.

Sofinter SpA, AC Boilers SpA and Macchi Romania Srl adopt environmental quality, health, safety, ethical and legal compliance management systems that have long been consolidated and updated in accordance with the most recent regulatory requirements. These systems are based on a set of values shared with the companies of the Sofinter Group and, in compliance with sustainable growth objectives, allow for conformity between the culture of responsible action and the actions of individual collaborators.

The management of Sofinter SpA, AC Boilers SpA and Macchi Romania Srl believes that the achievement of the planned objectives in terms of corporate growth and the consolidation of the company's reputation on national and international markets cannot disregard the commitment of all personnel to the understanding and application of the following principles of business development:

- To understand the requirements and needs of our customers, in order to obtain and increase their satisfaction; attention to customers must last over time, guaranteeing prompt assistance even after delivery of the finished equipment.
- To design and build in compliance with coagent requirements, in accordance with customer demands and commitments defined in the contractual phase, applying the most modern technologies and allocating adequate resources to the correct and punctual performance.
- To procure materials, the equipment and of course also our services from qualified and selected manufacturers according to quality, reliability and competitiveness criteria, develop lasting and reliable relationships with suppliers, which are a reference for profitable business development and continuous growth in the level of quality and reliability of the systems delivered to our customers.
- To disseminate the knowledge of company objectives to the staff, involving them in their achievement and disseminating the principles of quality management. Develop the process of professional growth of personnel, through investments in training and training activities aimed at the technical and managerial skills deemed necessary for the development of the business.
- To feed a process of continuous improvement, which provides the bases and tools for technological updating of the product, for increasing the effectiveness of the production system and control over increasingly flexible business processes, to allow the company to respond adequately to customer requests and to the growing competitiveness of the market.
- To measure the results obtained regarding the satisfaction of our customers, the quality of our products and the profitability of the business in order to arrange strategies and actions for continuous improvement.

For the measurement of the processes, in addition to those already existing, the company has defined adequate indicators for the measurement of qualitative, environmental and safety performances.

The quality manager is the management representative, with specific responsibility for defining and documenting the quality management system and verifying that it is fully, adequately and correctly applied. In addition, the management has given the mandate to the managers of process to spread knowledge and promote the implementation of the quality management system within the respective corporate areas.

Gallarate, 16th March 2022

Dario Piola	Massimo Taddei	Maurizio Di Mattei	Giorgio Bona	Giuseppe Marelli	Roberto Testore
AC Boilers SpA	Boiler Service	Macchi Romania Srl	Sofinter SpA	Quality Manager	Managing Director