	Quality Management System	File: ID_01
	QUALITY POLICY	Rev. 01 of 25.10.2023

CO3 SRL is a company operating in the commissioning and start-up of combustion plants, which has become specialized in process, combustion, heat transfer, electrical and mechanical engineering services in the Oil & Gas field. The company performs its services in Italy and abroad.

Field of Application:

"TECHNICAL CONSULTANCY DURING START-UP AND SUPERVISION OF COMMISSIONING OF MACHINERY AND FIRED EQUIPMENT IN THE OIL & GAS FIELD"

Commitments of the management

With the mission to provide its customers with the best possible service, and putting into practice the experience gained in carrying out its activities, the company has decided to implement a Quality Management System in accordance with ISO 9001: 2015, setting itself the following objectives:

- Improve the company's ability both to understand and develop customer requirements and to respond to them on time;
- Identify, reduce and/or eliminate company non-conformities;
- Decrease and/or eliminate customer complaints;
- Improve the efficiency of business processes, with respect to the full satisfaction of the customer;
- Ensure that its activities are carried out in compliance with the applicable regulations and laws;
- Implement every effort in organisational and operational terms in order to achieve full customer satisfaction;
- Properly motivate workers through timely training/education programmes, seeking to retain their employees;
- Implement solutions to promote a relaxed and stimulating company climate;
- Ensure the occupational health and safety of employees, with training and delivery of specific PPE in accordance with Legislative Decree 81/08 on health and safety of workers.


Objectives

For this purpose, the company has decided to implement appropriate methodologies for monitoring, measuring, analysing and improving company processes critical for the quality of products/services provided and customer and user satisfaction, in order to:

- Evaluate and monitor the effectiveness of the Quality System in meeting specified requirements and providing evidence of conformity of the services provided;
- Evaluate and monitor the efficiency of the implemented Quality System and in general of both economic and organisational management performance;
- Verify the capacity of the Quality System and of the organisation in general, to pursue the objectives;
- Identify and implement appropriate actions to improve both the efficiency and effectiveness of the Quality System;
- Promote appropriate training of employees;
- Promote awareness and involvement of employees;
- Ensure a development model that makes use of appropriate tools;
- Define appropriate objectives and indicators.

The company undertakes to make available appropriate resources and means to achieve its objectives in terms of expertise, equipment, information, economic resources and to constantly monitor their suitability.

Management also intends to base its decisions on the analysis of objective data and information, and to promote within the organisation a methodological approach focused on the systematic collection of data and their prompt analysis.

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For this purpose, the Management makes itself responsible for all the activities of monitoring, maintaining and improving the Quality System according to the set objectives and appoints a Representative who is entrusted with the responsibility of documenting the Quality Management System.

Audits of the Quality Management System are carried out on a regular basis in order to verify its implementation and effectiveness in adding the objectives and plan any corrective and improvement actions.

Management undertakes to review the suitability of the Quality Management System at least once a year and to provide indications on any corrections and/or improvements to be made to its structure. At the same time, it also verifies the achievement of the annual Quality objectives and analyses any deviations implementing appropriate adjustments.

Date

25/10/2023

Management



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