

Gen Set Management considers that " **business success of is the result of an excellent mediation between customers interests and suppliers ones , who must be satisfied both to their partnerships last, consolidate and increase over time**" and therefore our Quality Policy is defined and strongly driven by the following management principles and behaviors:

- Build a mutually profitable relationship with our customers, ensuring their long-term success, through the understanding of their needs and the needs of their customers as well
- Achieve our commitments for quality, cost, and schedule
- Enhance the systematic research and use of best preventive practices at all levels and ensure reliable risk management
- Drive continual improvement and innovation based upon efficient business processes, well-defined measurements, best practices, and customer surveys
- Develop staff competencies, creativity, empowerment and accountability through appropriate development programs and show strong management involvement and commitment

The company wants to maintain certification to the new ISO 9001:2015 standard as it is a strategic factor of competitiveness and qualification as well as evidence of the efforts made in pursuing the continued satisfaction of all our customers and partners.

#### BUSINESS VALUES

The Quality Management System is based on a **risk-based** approach that allows us to determine the factors that could cause process deviations from ISO 9001:2015, and to put in place preventive controls for minimizing the negative effects and enhance opportunities.

Gen Set , considers the following values core of corporate life:

- **Customer orientation and product customization:** it is a priority for the whole company and it demands operational behaviors such as listening carefully to the customers 'requests, identifying and meeting their needs, helping them to choose the right product; customers can count on the company after the sale thanks to a qualified Service, always ready to provide adequate support;
- **PRODUCT awareness:** GEN SET, to consolidate its image, focuses on constant improvement of its products' quality by seeking "green" solutions and orienting its design to the "Risk Management"; GEN SET researches innovation and strives to offer to the market best technical solutions always;
- **Environment respect and protection :** it means full compliance with the mandatory rule; , the whole production system is managed to guarantee environment protection ; Gen Set is aware that environment represents a collective heritage and has to be protected ; focus on the environment is a target in every business activity, we use environmental friendly materials we act a correct waste disposal , and start new projects to the search noise and emissions reduction.
- **Clarity and transparency:** The company involves its personnel into its objectives; to control that they have been achieved, these objectives are methodically measured, in order to establish strategic decisions on shared data basis;
- **Process-oriented organization:** Gen Set's management structure is intended to achieve added value of each process; emphasizing internal contributions chain; therefore, each actor must be aware of his role and how it contributes to the achievement of company's guiding targets;
- **Care and staff development:** Company policy aims to enhance the human element that, together with the technical and technological elements, are the best basis for the creation of a real added value in all business processes;
- **Reliability and ethics;** these values must be applied in every relationship, with customers, colleagues, suppliers, institutions and other stakeholders; those values drive every aspect of corporate life.

#### GEN SET COMMITTEMENT

Gen Set management means to be:

- Strictly compliant with the legal and mandatory rules in the design, manufacture and testing of its products;
- The partner who meets customer's requirements and assures the promised quality;
- The one that ensures the availability adequate resources in order to achieve quality objectives,
- The partner always searching problems prevention and its products continuous improvement;

Gen Set will:

- review its management system to ensure its adequacy, effectiveness, efficiency and proper application over time;
- set annual targets and publish and disseminate them
- review Quality Policy and Risk Assessment
- ensure that its personnel is fully aware of the contents of quality policy statement and feel committed to implement it
- keep its stakeholders always informed about evolution of the company's context.

Everyone has to comply with these principles in his daily work.

Company's President  
Luigi Foresti