



VALV ENGINEERING CUSTOMERS require products from us that, in addition to ensuring compliance with applicable national and international laws and regulations, meet our defined quality standards as well as a service performance that allows the on-time delivery of the products. Our customers' expectations are explicitly expressed in the contractual agreements along with the agreed prices for delivering these requirements.

The company STAFF aspires to a safe working environment that is suitable for the operational needs of the various activities, and a company culture that is conducive to the development of the skills and professional potential of each one. Employee expectations are not always explicitly expressed, and it is the responsibility of the company management to take any appropriate actions necessary to understand them.

The OWNERS of VALV ENGINEERING, subject to the satisfaction of the other interested parties, aims for the achievement of specific economic objectives and these expectations are explicitly expressed in the appropriate forums through the definition of the company's strategic guidelines.

VALV ENGINEERING's SUPPLIERS expect the prompt payment of the amounts due and a relationship based on clarity and fairness with adequate guarantees of continuity of purchase; Relations with this category of stakeholders are governed by specific documented information.

The PUBLIC AND CONTROL BODIES expect VALV ENGINEERING to comply with all the legislative and regulatory provisions in force in the various areas and express their expectations through institutional channels by exercising the necessary controls on us.

The COMMUNITY of the territorial area in which our production site is located expects the creation and maintenance of jobs capable of sustaining the development of the area itself in compliance with the protection of the environment.

The TRADE ASSOCIATIONS expect compliance with the agreements made at national and local level and the protection of the health and safety of workers.

The SCHOOLS expect VALV ENGINEERING to accept students in internship periods as part of school-work placement projects to assist the learning path and facilitate their future entry into the world of work.

All stakeholders expect VALV ENGINEERING to make the utmost effort to combat climate change by reducing the impact of its activities on the environment and minimising wherever possible the use of natural resources.

The mission of "VALV ENGINEERING" is:

"Imposing the company brand as a synonym of quality and reliability".

In line with this mission, our quality assurance cannot ignore any of the needs of the various stakeholders and failure to satisfy even one of them shall be considered a failure.

In order to ensure the continuous improvement of the quality management system, specific measurable objectives are defined, as part of the planned system review activities, periodically reviewed in accordance with the provisions of this manual and the procedures referred to in the manual.

Guamo, Capannori (LU), 07-10-2024

President.

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