

	Quality Management System	Doc: DG_PQ Rev. 01 of 11.04.2022
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VORTICE S.p.A. is a multinational group operating through its own companies or local distributors in over 90 countries worldwide, in the residential, commercial and industrial ventilation, air conditioning and air treatment fields in general.

Our Mission:

We operate in order to contribute to the well-being and the social progress through products that move air effectively and safely, in the respect of the person and of the environment.

Our Values:

professional ethics, passion, trust, creativity, care for design.

The Management intends to achieve the Mission, in accordance with the Corporate Values, through:

- maintaining the **corporate reputation** and ethically correct behaviour as well as compliance with applicable laws and regulations
- engaging of **people** working with and in VORTICE, at all levels
- taking care of **Customer** needs and **Market** trends at the heart of **development** choices
- continuous improvement of the **satisfaction** and **trust** of **Customers** and all **Stakeholders**
- continuous improvement of the quality of the products and services provided, pursuing the strategic line of offering the market **high-end products and services**
- continuous improvement of the **Quality Management System** and of the **Management and Control Model** pursuant to Legislative Decree 231/01, also in view of changes in the legislative/regulatory context

The overriding principle underpinning the company's management is that **people** are at the **heart** of the company's sustainability and development in response to growing market demands in terms of performance, quality, reliability, punctuality, flexibility, cost containment, environmental care and health and safety for workers and customers.

The management promotes the empowerment of people at all levels, the enhancement of corporate know-how and professional skills, the stimulation of teamwork, the promotion of training courses to increase skills, the consideration of professional expectations and the effective participation of all people in the company management system to achieve the objectives set.

VORTICE S.p.A. has the following **objectives**:

1. to provide the market with products and services that fully satisfy the expressed or implied needs of the customer in compliance with contracts and applicable regulations;
2. differentiate and develop the services offered, taking into account the demands of the markets, the possibilities for improving and completing its services, the requirements of compatibility with the environment and the safety of its products;
3. develop products in the field of residential, commercial and industrial ventilation aimed at improving performance and energy saving, in line with the utmost respect for the environment;
4. guarantee employees and collaborators an effective, safe and motivating working environment.

The Management intends to achieve the Objectives by adopting an approach based on analysing the context in which the company is located, listening to the needs of all internal and external stakeholders, assessing risks and opportunities, and annually defining a dashboard of short-term objectives aimed at achieving the Strategic Objectives.

This document, which summarises the strategic choices of the company management, is made available to all staff and interested parties in order to provide transparency on the strategic objectives of VORTICE S.p.A.

Zoate, the 27th of May 2022

The Management

