

Quality, Environment and Safety Policy

Founded in 1963, for Bitubo s.r.l. customer satisfaction and loyalty have always been main indicators of its success. For an effective policy guaranteeing and protecting customer expectations, all employees must not only share this goal, but they must also be able to work in full harmony with the others, determining their own quality and the success of their performance.

Bitubo s.r.l. therefore considered that it is necessary to introduce as a strategic decision, and to apply formally, as a guarantee and proof of the correctness of its operating method, its own Quality Management System, compliant with EN ISO 9001 and in 2006 obtained the certification.

The quality management system was then updated according to the requirements of the EN ISO 9001:08 standard and in 2017 the whole system was revised according to the requirements of the new ISO 9001:15.

Bitubo s.r.l. therefore confirms its commitment to:

1) Sales

Bitubo s.r.l. is present in 35 countries worldwide. In each country multiple indicators/Distributors organized for the promotion, sale, and after-sales assistance of Bitubo products are found.

Customers should always be held in the utmost consideration and we should all work by focusing our attention on fulfilling their requests and interpreting their requirements so that they can become products and services more and more relevant to their expectations.

Customers must always find a qualified contact person who, with courtesy and professionalism, can provide answers to both their technical and commercial issues.

Customers must be able to rely on increasing product reliability.

The ability to operate for the satisfaction of the customer will be measured based on the number of claims, relative costs, delay in fulfilling orders, etc. as well as by verifying the achievement of the objectives set out in the Management Review.

2) Purchasing

A strategic and primary role is reserved for suppliers, "co-producers" of the quality delivered to customers.

Daily interaction with them allows flexibility and promptness in responding to changing market conditions and customer expectations and allows you to optimize the costs and resources used in the process.

The organization aims to establish medium-long term relationships with its qualified suppliers, to share experiences and resources, carrying out jointly essential process control and data analysis phases aimed at continuous improvement.

3) Development

The product characteristics combined with the quality of the individual components as well as a competitive price allow Bitubo offer to find significant customer consensus.

Continuous improvement is achieved with the design and implementation of innovative products, in compliance with the applicable regulations: this process has always been one of Bitubo s.r.l.'s strengths.

The ability to improve continuously will be measured not only by verifying the achievement of the set objectives, but also by assessing the cost-benefit ratio whose value will be established by the Management in the review of the quality system, taking into account market conditions and customer expectations.

4) Resources

Working in Quality is a responsibility and personal commitment that the whole Bitubo s.r.l. must undertake and therefore it is the precise duty of process managers and of every collaborator to ensure that the objectives set out in this document, those relating to the individual processes analyzed and those defined periodically in the Management Review are achieved.

With reference to the organizational part, the focus will be on production planning, management of administrative costs and effective management of orders.

5) Continuous improvement

Bitubo s.r.l. Management formally undertakes to carry out a periodic and documented review of the Quality System to ensure:

- the continued adequacy and effectiveness of the system in meeting the requirements of the reference standard;
- the achievement of the corporate quality policy goals;
- the achievement of the targets defined in the review relating to fundamental processes;
- the appropriateness of the resources made available for the continuous development of the system and improvement of the expected results.
- the continuous updating of risk and opportunity analysis for its processes always in relation to the context in which it operates and to the relevant stakeholders.
- the improvement of environmental aspects and risks to health and safety at work

6) Management of environmental aspects

The protection of the environment through the whole life of Bitubo products is an increasingly important aspect in Bitubo s.r.l.

With this in mind, the organization will:

- create greater awareness of environmental aspects, to produce and market products with an ever lower environmental impact and to invest resources in the development of new technologies;
- undertake to improve and optimize waste production from both an operational and documentary point of view;
- develop projects to improve the energy performance of the facilities in which it operates by improving the efficiency of technological systems.

The commitment to comply with the binding regulations in the environmental field is a priority for the Management and such must also be the involvement of contractors and suppliers involved in the production cycle of the company.

7) Health and safety of employees

Bitubo s.r.l. is committed to preventing and reducing risks to the health and safety of its employees:

- identifying appropriate methods and technologies;
- ensuring suitable, safe and ergonomic working environments in which to carry out its activities, also in collaboration with the Occupational Health Physician for any relevant aspects.

For this purpose, Bitubo s.r.l. undertakes to act in full compliance with the mandatory regulations for health and safety at work, with particular attention also to suppliers and contractors involved in the production cycle of the company.

Bitubo s.r.l. Management believes that the investment in training and involving staff, to increase skills and professionalism, is the basis for achieving the company's goals.

Selve di Teolo, 04 December 2017

Managing Director:
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