



QUALITY POLICY

Exergy management pursues a policy aimed at the design and construction of high quality products, with advanced technological content and optimal performances, in respect of environment, health and safety standards. EXERGY places at the center of its activity both internal and the external customers, by constant commitment to satisfying and improving the effectiveness of its quality management system. In this scenario, the Company has chosen to adopt a Quality Management System according to the standard UNI EN ISO 9001:2015 as tool for improving its performances and controlling its internal processes, in order to increase customer satisfaction and ensure conformity to the demanded requirements, including those of legislative nature. This policy must be applied to all Exergy offices. Exergy has developed an innovative patented technology known as radial outflow turbine (centrifugal machines) on the basis of which designs, produces and supplies innovative ORC (Organic fluid Rankine Cycles) plants; these are used to produce electricity and heat at low temperature from diverse resources such as: geothermal, biomass, solar, heat recovery from turbines or gas engines or industrial processes (oil&gas, glass, steel, cement, ...) and transportation (maritime).

Exergy supplies engineering assistance for the study and production of machinery and systems, and it is always in close contact with the customer through all phases of the process, guaranteeing the entire production chain, including feasibility assessment, product development, engineering and project management, planning, construction, commissioning and testing, after sales service and maintenance, for the continuous improvement of the operation and management of power plants. Exergy's main objective is to construct high-quality machinery, always offering the most efficient and practical solution, in line with the provisions of the main legal systems and international standards with the final aim of satisfying client's needs. The Company is committed to increasing the efficiency of its processes, by constantly monitoring performances, and guaranteeing a high standard production, as a flexible and innovative company always up to date with the latest market innovations and developments. In particular, internal customer satisfaction is pursued by verification steps and constant update on matters related to the offered products, demanding highest quality from those who carry out work upstream of its own position. External client satisfaction is pursued by offering and adapting all internal processes to the client's needs, implicit and explicit, assuring



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the maximum quality level of the product/service provided, guaranteeing the agreed time frames and costs, offering possible improvements and striving to carry them out correctly to avoid the need for reworking. Customers have precise needs: reliability, efficiency, rationalization of investment costs, commissioning and maintenance of the plant and machinery; Exergy responds with optimal calibrated processes of high technological and technical content. The best results are obtained by continuous comparison and exchange of information and specific experience: for this reason Exergy enforces a continuous dialogue with customers, suppliers and collaborators, for a strong commitment to the common research of best solutions. Comparison with a market in continuous evolution requires the Company to pay maximum attention to evolutions in its sector and of the recognized technical standards and calls for continuous updating and maintenance of cutting-edge technology and organization, both for high efficiency of the provided service and to facilitate the involved operators.

The Exergy management assumes the responsibility for communicating and sustaining, with the most appropriate means and resources, this Quality Policy, clarifying and assigning specific responsibilities for its implementation to each collaborator.

Olgiate Olona, November the 3rd 2022



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