



## QUALITY POLICY AND COMPANY INTRODUCTION

TECO S.r.l. was established on March 26, 2004 and is registered, as of March 28, 2013, in the ordinary section of the Bari Chamber of Commerce and in the Bari Companies Register, n. REA BA - 470106, with tax code and registration number 07937231004.

It has the following locations:

Legal and operational headquarters: 76125 Trani (BT), Trav. Provincial Road 130 Trani Andria s.n.c ..

The main object of the TECO company is the "manufacture of articles for irrigation in plastic materials", corresponding to the code ATECO 22.29.09 and has been operating since 2004.

Pasquale grew up in the agriculture and irrigation world since his parents owned an agricultural pharmaceuticals and equipment business in Canosa di Puglia. The agricultural world had always fascinated him.

Growing up, and to diversify from the activities of the family business, Pasquale became involved with the installation and the commercialization of drip irrigation systems.

Cosimo was born in Australia from Italian immigrants who emigrated to Adelaide in 1952. His career commenced as a toolmaker and progressed through study to mechanical engineering. Cosimo's studies eventually introduced him to the world of irrigation and the research & development of micro irrigation products.

Pasquale and Cosimo met in 1988 at the International Micro Irrigation Congress held at Albury-Wodonga in Australia.

This encounter was the beginning of a working relationship that lasted 16 years before the founding of TECO.

The friendship and collaboration between the two partners strengthened and in 2003 they decided to create their own company in Italy with the focus on research & development of micro irrigation products for landscape and agriculture.

TECO Srl was founded in 2004, with headquarters in Canosa di Puglia. The first range of products were developed and introduced at EIMA 2005 in Bologna Italy. From that moment onwards new products have been developed year by year and to date TECO has a range of more than 800 products with approximately 200 customers worldwide.



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Thanks to TECO's constant commitment to research & development and manufacture, TECO products are known worldwide for their quality and innovation.

Teco is constantly reviewing and updating its processing capabilities so as to provide its customers with the best service and technical support possible to ensure reliable products and peace of mind.

The range of products includes those for Landscape:

- drippers;
- sprayers;
- micro-sprinklers;
- valves;
- filters;
- pickets;
- accessories, kits and DIG products;

and those for Agriculture:

- micro-irrigators (AG);
- valves (AG);
- accessories (AG).

Production activities include the outsourcing of some processing phases, such as:

- molding of plastic products;
- assembly of plastic products.



In order to ensure the quality of its production, TECO, in addition to implementing a specific commitment in compliance with European and international regulations on plastic products for micro-irrigation, has structured its production organization in compliance with ISO 9001: 2015, starting from 30 December 2017.

The adoption of the ISO 9001: 2015 organizational standard entailed a risk-based approach, according to which all the relevant company activities according to their own operating context must be subject to a risk assessment, in order to better guide strategic planning and operating company and to identify the interested parties that influence this analysis, establishing specific actions to protect them.





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In 2017, in line with its strategic guidelines, the TECO company has decided to acquire the UNI EN ISO 9001: 2015 Certification, relative to the activities included in the following field of application:

***Design, production and marketing of products,***

***in plastic material, for the realization of drip irrigation plants***

***for gardening and agriculture***

*In this regard, no point in the UNI EN ISO 9001: 2015 standard can be excluded from the field of application subject to certification.*

The certification process comes at the end of a natural management reorganization path that has involved as follows:

- the conviction that the entrepreneurial activity must take into account, as a preliminary step, an analysis of the context in which the company operates and the identification of the needs and expectations of the interested parties;
- integration of quality objectives with the Company's strategic guidelines;
- the integration of the quality system requirements with the business processes of the Company;
- the use of an approach based on risk assessment in all those decisions affect the company's ability to reach its strategic objectives and achieve the expected results;
- the use of a process approach based on continuous improvement and the involvement of all interested parties.

Therefore, TECO company has implemented a Quality Management System in compliance with the UNI EN ISO 9001: 2015 standard, which includes the objectives of the Quality and commitments specified below:

satisfy the Customer through the following actions:

- provide its customers with the best solutions for their needs in the irrigation sector;
- develop sustainable solutions for water saving through the creation and realization of innovative and high quality irrigation products;
- supply products that comply with the contractual specifications and the regulations concerning safety and quality of irrigation products, applicable in the marketing market for the same products;



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- respect the commercial supply conditions connected with the orders acquired;
- provide adequate assistance in the pre-contractual phase in order to favor the definition, by the customer, of product requirements suitable for the latter's needs, making suitable internal technical resources and know-how available for this purpose;
- not to sign commercial commitments that involve the use of resources that are not available to TECO;
- faithfully representing its product in advertising and commercial communications, in particular in relation to quality and safety requirements;
- promptly notify the customer of any impediments, subsequent to the order confirmation, that do not allow compliance with the contractual commitments;
- provide the customer with adequate post-sales assistance regarding the management of product and supply issues, complaints and reports;
- create long-term and mutually beneficial business relationships.

### 1. **reassure their suppliers** through the following actions:

- establish, where possible, a partnership relationship that guarantees continuity and quality in supplies and mutual satisfaction;
- the application of objective selection and assessment criteria, ensuring at the same time to all suppliers loyalty, impartiality and equal opportunities for collaboration;

### 2. **motivate and protect its personnel** through the following actions:

- selection, evaluation and professional development based on objective merit criteria, based on loyalty, impartiality and equal opportunities;
- involvement in company strategy and objectives;
- compliance with the working conditions set by the national collective bargaining agreement;

### 3. **guarantee corporate ownership through:**

- the definition of a suitable and prosecutable marketing strategy;
- the development of the commercial activity, taking into account the resources available;
- keeping resources and competitive factors under control;
- the protection of company assets (tangible and intangible resources);

4. **ensure compliance** with the provisions concerning the protection of confidentiality and security and respect for privacy, in compliance with current regulations;

5. guarantee the effectiveness of the productive structure through the qualification of its personnel, the efficiency of the company infrastructures and the compliance with the regulations on health and safety in the workplace;



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1. **improve the efficiency and effectiveness of production processes**, through adequate operational control both of its personnel and of suppliers and contractors;
2. **monitor the processes entrusted to the outside**, with specific reference to the responsibility for compliance with all the requirements, both contractual and mandatory;
3. **guarantee the company capacity for internal and external communication and effective management of company know-how**;
4. **avoid accidents at work, environmental damage and penalties**;
5. **ensuring the company's financial and operational capacity** with appropriate means and tools;
6. **pursue the continuous improvement of the quality management system** by studying and implementing appropriate actions for correction and improvement;
7. **update the quality policy and its objectives** following the evolution of the business context, the needs and expectations of the interested parties and the risk assessment.

In order to **guarantee and monitor the achievement of these objectives** and to ensure that they are updated, the Management has assigned and communicated internally the responsibilities and authorities in order to:

- structure a quality management system compliant with the UNI EN ISO 9001: 2015 standard;
- ensure the monitoring of the processes so that they are continuously effective;
- report to the Management on system performance and opportunities for improvement;
- to ensure customer focus;
- ensure that the integrity of the system is maintained when changes to the system are planned and implemented;

and moreover, the Direction implements appropriate communications so that:

- the staff at all levels have understood and implemented the quality policy, objectives and operational aspects of the quality management system;
- the quality policy is known to the interested parties whose requirements are considered influential for the achievement of the company objectives.

Trani, 30 December 2017

Administrator