

## **Bertinex mission**

Bertinex is an international leader and benchmark in the sector of flameproof machinery manufacturing and conversion, thanks to in-depth experience on all types of machinery, staff expertise and the ability to find efficient and innovative solutions.

Bertinex's particular activity is the flameproof conversion and manufacturing of various types of machinery and equipment, with the scope to make them suitable to be used in classified areas with a risk of flammability and/or explosion. Bertinex offers its flameproof services to manufacturers, dealers and users, basically dealing with three areas of activity:

- Industry (chemical, pharmaceutical, food, etc.)
- Oil & Gas, in particular in off/onshore environments
- Coal mines and tunnels

Bertinex's mission is to assist our customers in finding a clear and customized solution to their specific flameproofing problem, clarifying every aspect of the specific regulations, which require ability for a practical interpretation that varies on a case-by-case basis.

Bertinex considers customer satisfaction as an indispensable and fundamental condition to guaranteeing continuity and success to its entrepreneurial initiative, and is convinced that customer satisfaction can only be achieved advantageously by guaranteeing a high level of quality of products, services and processes. Implementing this goal is the responsibility of all employees, including management.

## **Bertinex quality policy:**

- Provide its customers with single products or whole equipment that meet harmonized standards, requirements and specific requests agreed with them;
- Ensure compliance with all applicable legal and regulatory requirements, in particular as per the ATEX directive 2014/34 / EU or IECEx Scheme both for products covered by the ATEX / IECEx certificate and for whole protected equipment;
- Ensure compliance with explicit and implicit contractual commitments;
- Minimize the risks that the company has to face in order to avoid non-conformities;
- Motivate, involve and train staff at all levels on the principles of quality;
- Improve the effectiveness and efficiency of the processes through the analysis of operating methods, through staff growth and the supply of the most suitable equipment for this purpose;

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