



Quality & Environmental Policy

Company Profile

With a background of over sixty years of history, TER stands as an authoritative reference point for the production of control components in the world of lifting and industrial handling machinery.

Among the first Italian companies in the sector to be certified according to the principles of the EN ISO 9001 standard, TER has implemented, maintained, and certified an Integrated Quality and Environmental Management System in compliance with ISO 9001 and ISO 14001 standards.

Mission & Vision

The Top Management defines the Quality and Environmental Management policy with a perspective that considers quality and environment as parts of a single, integrated, and interdependent system, that takes into consideration:

1 A service organized respecting and protecting the environment with a view to sustainable development, as well as respecting the needs and expectations of its customers;

2 Guidelines and objectives of the industrial development plan adopted by the company;

3 The internal and external company context, identifying risks and opportunities.

The effective completion of the integration process between quality and environment responds to the growing awareness of surrounding environmental protection and increased attention to the consequences of climate change.

This action is supported by the active collaboration of suppliers selected for their alignment with the principles outlined in the Quality and Environmental Management policy.

An additional key objective involves Occupational Health & Safety aspects, which TER is committed to constantly monitor by actively updating protocols and procedures to maintain a healthy working environment and minimize the risk of accidents.

Objectives and Tools

To guarantee corporate performance, transparency, and efficiency, Top Management pursues:

1. The involvement of employees in the continuous improvement of their activities.
2. The design, organization, and implementation of services in a way that meets customer needs and expectations in terms of quality, taking into consideration the product life cycle, from the procurement stages to the final disposal of the product sold in an environmentally respectful manner.
3. The assessment of the level of satisfaction of customer needs, requests, and expectations.
4. The management of communication, both internal and external to the company, relating to quality and environmental objectives and risks, providing employees with appropriate training and information tools, and raising awareness of suppliers through visits and communications.
5. The implementation of controls and monitoring of water and energy consumption, waste production, and other environmental pollution parameters.
6. The planning of ordinary and preventive maintenance of plants, machinery, and equipment to ensure their maximum efficiency and safety and to optimize extraordinary maintenance interventions.

TER monitors, reviews, and updates internal and external risks that may affect the actual ability to provide products and/or services that meet customer and/or legal and regulatory requirements, as well as the expected results of the Quality and Environmental Management System.