

## Company policy for Quality and Safety

The choice to introduce in our company a process to manage Quality and Safety is motivated by the necessity to regulate clearly and univocally the execution of our work, to improve the organization of the resources, to set qualitatively finalized objectives and to reduce non-compliance circumstances while dealing with the parties in question.

We believe that the diffusion of the company policy may contribute to increase the consciousness of people working in and for the company, involving them in the knowledge and application of the procedures to contribute to the reduction of waste and defects that unavoidably cause costs to the company and to the “on field” gained reputation.

To do this, the Direction identify as primary obligations for the activities of the company:

- The full satisfaction of customer’s needs, respecting the expectations and rights of the other parties involved;
- The continuous improvement of the management system for quality and safety;
- The efficiency and effectiveness in processes management;
- The commitment to protection and improvement of health and safety for those who work for the company in order to prevent injuries and occupational diseases;
- The compliance with social, environmental, safety and health regulations;
- The constant participation and involvement of workers and their representatives;

The guide lines through which we intend to reach these objectives can be summarized in:

- Clear definition and evaluation of the contest in which the company works to define the needs and the expectations of the customer and of the interested parties;
- Identification of the factors that can influence the ability of the company to reach the pre-set results according to a logic based on risk analysis;
- Adoption of appropriate measures and tools to monitor the quality of the products; knowing that a problem implies not only a corrective intervention with consequent costs but also a loss of reputation for the company or legal responsibility for eventual damage;
- Analysis of feedback, comments and complaints of the customer and of the interested parties to identify and to obtain information that show perceived quality in the activities, trying to work giving priority to prevention instead of retrospective solutions to problems;
- Respect of contractual regulations which define the relationship between customers and suppliers;
- Training and information to the staff about the methods and responsibilities in the performance of specific skills for the implementation and constant maintenance over time of the commitments taken by the company;
- Use of the feedback coming from all the company processes which represent elements for the continuous improvement of the management system for quality and safety;
- Planning of prevention and risks protection activities;
- Utilization new technologies that are safer, more efficient and eco-friendlier;

The Direction commits to put into practice, to support and periodically verify the Policy above exposed making known to every people working in and for the company, to making available to public, to verify the comprehension, the execution and the adequacy.

Figline Valdarno, 03/05/2018

The Direction