

TOP MANAGEMENT DECLARES THE FOLLOWING QUALITY POLICY:

The present and especially the future of the company are based on meeting the requirements of our customers. The value of our products and our services is what is assigned to them by our customers. The position we want to take on them is that of providing advanced and reliable services, with respect to quality, punctual deliveries and compliance with all agreed requirements. As aforementioned, every employee must work in this way to intelligently understand what is required by our customers and implement them promptly.

Top Management hereby undertakes to pursue the following macro-objectives:

- monitor the quality of the products and services purchased (in particular, any outsourcing);
- promote commercial expansion and management efficiency;
- continuously engage for the satisfaction of the expressed expectations and not of customers and legislative compliance requirements;
- provide a qualified and reliable service to its customers;
- expand and develop services in line with future market trends;
- promote and plan the professional growth of staff through appropriate training courses starting from new recruits;
- make available all the necessary resources, human and not, consistent with the budget and the structural limits of the company, in order to continuously improve the Quality Management System;
- consolidate, develop and continuously improve the effectiveness of the Quality Management System;
- involve all staff in pursuing continuous improvement in all company activities;
- establish, monitor, pursue and periodically review the objectives set;
- disseminate the content of this Policy to all employees and to anyone who is interested in the outside.

The Responsible for Quality Management (RGQ) is entrusted with the responsibility and authority for the management of the System and the verification of its application by all the other functions involved. RGQ must contribute and promote the development of the Quality System and document the company organization; RGQ must also make it known to all the functions and persons who contribute to achieving the objectives set by their work.

All staff must:

- work in compliance with company procedures and practices;
- comply with all the preventive and protection measures against the expected safety risks;
- act in a spirit of collaboration with the colleagues and with the company;
- commit to continuous improvement in all company areas;
- try to understand and define, and therefore anticipate, the needs of customers.

The Management ensures that the policy is understood, implemented and supported at all levels, reviewed periodically to ascertain its continuing suitability, and made available to internal personnel by posting it on the bulletin board and publishing it on the company intranet.

Pontedera, April, 3rd 2017

