

FIMA SRL intends to continue to develop its business operations by means of the maximum commitment to the ongoing improvement of its performance and level of quality offered, in order to achieve enhanced customer satisfaction, without neglecting appropriate actions for the prevention of accidents, injuries at work and occupational disease, and for the correct management of issues linked to the environment.

The **company's principles** that form the basis for this commitment are:

1. **Compliance with all requisites** specified in:
  - ◆ ISO 9001 standard
  - ◆ current laws and standards that apply in our line of work and to our company
  - ◆ the commitments signed by the company
2. Planning and implementing actions in order to tackle **risks and opportunities** and so increase the efficacy of our quality management system and prevent negative effects.
3. Understanding the **context** where the company operates, establishing the factors within and outside the company that are important for our business and strategy, and that have an impact on our ability to deliver results as expected.
4. Understanding the needs and expectations of the **parties involved** within and outside the company, and **fulfilling** the **customers' demands**.
5. Taking all necessary action and any initiative useful for **preventing accidents, injury, and occupational disease** and limiting any negative consequences for persons and the environment.
6. Taking all necessary action and any initiative useful for **preventing pollution** and limiting any negative consequences for persons and the environment.
7. Pursuing **ongoing improvement** referring to our performance and the quality of our service and product delivered using the **best technologies that are financially viable and best practice relating to quality**.
8. Using **procedures** for the correct execution of activities in order to guarantee company standards continue to be maintained.
9. Implementing a **system to monitor company performance** based on specific indicators to quantify the results achieved and update our plans for improvement.
10. **Routine reviews of our quality management system** in order to check it matches the needs of the company and of the parties involved, its regular application and its updating in line with company processes.
11. Organisation of **information, coaching and training sessions** for the workforce in order to promote participation, involvement and awareness of the impact of their conduct with regard to the company's management system and the improvement of performance.

The company believes the success of this policy, which was designed to safeguard its continuity and expansion, can only be achieved if all its human resources share the same commitment and are therefore called to comply with the principles of this Policy, which is valid for all company's operations.

The Company Management provides the means and resources to achieve its goals and guarantees their availability.

Parma, \_\_\_\_\_

The Management  
(*Illegible signature*)  
(Carlo Federici)