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|  | Quality policy | | |
| | <i>Code</i> | <i>Revision</i> | <i>Date</i> |
| | MGQ – attachment 1 | 00 | 08/01/18 |

8.1.

The Management of DORATURA MANERBIESE, aware of the particular importance of the quality factor in the manufacture of its products, has recognised the need to establish a Quality Management System of which this Manual is the description.

The management of DORATURA MANERBIESE is committed to pursuing a policy that places property, internal staff, customers, suppliers, banks and institutions at the centre of its activities.

In particular, the internal customer satisfaction is pursued through moments of verification and day-to-day activities on issues related to the products offered.

External customer satisfaction is pursued by offering and adapting all processes to the customer's particular needs, implicit and explicit, by surveying and monitoring both cultural progress and the achievement of the objectives agreed upon during the contractual phase.

The customer plays a central role in the success of DORATURA MANERBIESE. It is therefore important to get to know them well, to deliver products that meet their needs and to create a high level of customer satisfaction.

DORATURA MANERBIESE undertakes to:

- to develop and dynamically manage its activities in the context in which it operates;
- create an environment that encourages employees to realise their full potential;
- exceed customers' expectations thanks to quality and total assistance;
- achieve operational excellence;
- develop and continuously improve a Quality Management System.

The objectives of DORATURA MANERBIESE are:

the continuous improvement of the image and the maintenance / expansion of the market:

- to promote entrepreneurship;
- to favour the growth of turnover and profits, managing risks;
- to speed up all processes in the organisation;
- increasing the number of clients,
- territorial expansion of the company and entry into new market areas;

satisfaction of stakeholders (owners, customers, users, employees, suppliers):

- treating our suppliers correctly and considering them an integral part of our overall ability to serve customers;
- inspiring excellent group and individual performance, recognising and rewarding success as appropriate;
- encourage, train and help our employees to fully develop their skills;
- promote teamwork and individual initiative as part of a culture of responsibility;
- ensure equal opportunities without discrimination based on gender, religion, politics or ethnicity;
- ensure a safe and secure working environment;
- to comply with explicit and implicit contractual commitments;
- the care of communication with the client;
- customer care;
- the adoption of the most modern customer support techniques, which will be pursued through constant training and updating of company management and employees in positions of responsibility.

The review of the Quality Policy, the identification of short-term (annual) objectives are ratified by the General Manager on the occasion of the Management Review of the Quality Management System and subsequently communicated, by displaying on the notice board, the minutes of the meeting (or excerpts thereof), drawn up by the Quality Management Manager, and/or sent to the departments concerned for information.