

Quality, Environmental and Safety Policy

FRILVAM S.p.A. is aware of the need to establish itself on the market thanks to the high quality and high level of the products/services offered.

FRILVAM S.p.A., also in consideration of the increased competition in the sector and the unusual global economic situation, is committed to harmonising the development of its operations within a framework of global sustainability.

This main purpose of this commitment is that of guaranteeing, through the preventive assessment of the context and the interested parties:

- customer satisfaction and, more in general, meeting the needs of the interested parties that are deemed significant;
- timely compliance with the environmental legislation in force, the commitments made regarding the environment and the continuous improvement of environmental performance;
- timely compliance with the regulations on the safety of workers and the working environment.

The performance of these activities includes:

- ✓ compliance with the specific reference legislative requirements related to each product and each activity undertaken;
- ✓ the assessment of business and environmental risks and their management as opportunities;
- ✓ the adoption of initiatives aimed at pursuing continuous improvement for all activities related to company management, customer satisfaction, the work environment and respect for and enhancement of the environment;
- ✓ the prevention of pollution through the preventive assessment of the environmental effects of the products sold;

- ✓ the full, conscious involvement of all personnel on quality, environmental and safety issues, through appropriate training and continuous updating;
- ✓ the adoption of the best available and economically feasible technologies, to pursue the satisfaction of the needs of the interested parties that are considered important and to prevent and reduce environmental and safety impacts.

The decision has been taken to focus on certain priority guidelines:

- » an efficient and timely service to the customer;
- » the establishment of a relationship of support and collaboration with the workers;
- » the transfer of our principles to suppliers and contractors;
- » continuous focus on waste management, in order to guarantee protection of the soil, subsoil and aquifers, the containment and control of any waste produced;
- » the commitment to identify technologically advanced solutions and to protect available resources.

All activities carried out in FRILVAM are aimed at pursuing these strategic objectives; in particular, we believed that the Quality, Environmental and Safety Management System is the best way to achieve these goals.

This tool allows the implementation the policy set out in these pages, identifying any critical issues and defining:

- quality, environmental and safety objectives and targets;

- improvement measures, including programmes and resources to implement them;
- the training needs of staff;
- control, measurement and monitoring management tools;
- the checks required to validate the results achieved.

The objectives contained in the company policy set out herein are pursued through the definition of improvement plans for the individual areas of interest (quality, environmental, safety), with the commitment to check the results and review the objectives on an annual basis.

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L'Alta Direzione
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