

3. Company Policy

The Management, supported by decades of company history and industry-specific experience, solid growth, export expansion, investments and the competence and dedication of its collaborators, renews its commitment to face the future in its many and complex aspects throughout the following defining principles:

THE CUSTOMER

The Management

- *Puts Customer satisfaction first, keeping the focus on a relentless pursuit of service excellence over competitors.*

THE CENTRALITY OF PEOPLE

The Management

- *Believes in the centrality of people and continuous training as a means to achieve customer satisfaction and expected results*
- *Pursues a Company-guided managerialization*
- *Is committed to ensuring safe and healthy working conditions, eliminating hazards and reducing risks*
- *Pursues employee engagement for the continuous improvement of Workplace Safety, prevention of Injury and Occupational Illnesses, and respect for the Environment*

ETHICS

The Management

- *Ensures full compliance of processes and products to the governing European and international laws, regulations and directives*
- *Believes in family business, as bearer of values to be shared with collaborators and suppliers*
- *Aims its efforts to reduce product and company impact on the environment*

TECHNOLOGICAL DEVELOPMENT

The Management

- *Seeks constant technological renewal of production processes in the utmost respect for safety and the environment as well as waste reduction in all forms.*

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