

Management intends to formalize its commitment to pursue customer satisfaction and the quality of the service provided.

The Company intends to operate by paying particular attention to:

- the control and improvement of the service quality being provided;
- continuous education and training of internal resources in order to increase their skills in terms of quality of services;
- compliance with mandatory regulations.

By operating as described, it intends to achieve the following primary objectives:

- full satisfaction of the implicit and explicit needs of customers and the creation of a partnership with them;
- continuous improvement of the quality management system and its performance;
- efficiency and effectiveness in the management of processes;
- increase in employee satisfaction compatible with company objectives;
- increase in turnover and company profitability.

Other specific and measurable objectives are defined annually and are brought to the attention of all interested parties.

Management seeks to implement and periodically review the Policy, disclose it to everyone employed by the Company or employed on behalf of the Company, and to make it available to the public.

Trissino, 02/03/2020

Gentilin srl

