



The Quality Policy requires that, in line with the company mission, the management of all business processes is set according to the rules of the application of the Integrated Management System, according to ISO 9001, OHSAS 18001, ISO 13485 standards in force. This system regulates the organizational and technical activities applied to the entire company system in a systematic, planned, documented and aimed at achieving the following purposes:

- continuous improvement of the way processes are managed to achieve ever better results, quality and quantity;
- the achievement of a high level of effectiveness and efficiency regarding the training activities carried out, with a view to a good quality/price ratio and in full compliance with the commitments entered into with customers and the mandatory legal provisions.

The achievement of the objectives set, through the Quality Policy, will also be possible through the scrupulous and timely application of what is reported in the Quality Manual, which defines and describes the quality management system implemented by our company.

The Summit of the Organization is committed to pursuing the full implementation and continuous evolution of the Quality Management System in order to consolidate and improve the image of the company, also through the commitment and professionalism of all company staff.

Quality represents for FATAI NYL the goal and the tool to achieve:

- **the satisfaction of the internal and external Customer;**
- **compliance with the Mandatory Directives;**
- **the excellence of the results;**
- **The respect, protection and promotion of Security, and in particular for Security:**
 - **promote the continuous improvement of performance, health and safety in all workplaces, ensuring in advance full compliance with laws and regulations;**
 - **inform and train all staff on the occupational safety and health management system and its application within the Company (all Locations, Warehouses, Workplaces);**
 - **always operate with an adequate degree of security, promoting at every level a widespread sense of proactivity for this aspect;**
 - **managing workplaces, designing and implementing any changes or new activities so as to take due account of safety aspects;**
 - **ensure the systematic assessment of the safety performance of the workplace and the environment, through the implementation of a monitoring system, on the basis of which to implement continuous improvement actions;**
 - **communicate with customers, suppliers, contractors and contractors, the workers population to improve workplace safety;**
 - **cooperation with the procuring entity to establish and update emergency and security procedures.**
- **minimising waste in time, cost and other resources.**

FATAI NYL intends to pursue these objectives through:



- **organisation** to prevent non-compliance;
- **service**, intended as a quick and professional response to customer requests and with a balance between quality and efficiency;
- **innovation**, continuing research and development of processes and technologies;
- **commitment** to the continuous improvement of the effectiveness of the Company Management System.

The management undertakes to ensure that the requirements expressed by the customer and his expectations are clearly defined and his full satisfaction is reached, through the activities described in specific sections of this manual concerning:

- verification of customer requirements during the contract review phase;
- definition of appropriate indicators for measuring customer-related elements (non-conformity, customer satisfaction, complaint handling);
- measurement of the indicators described above and any improvement plans.

Since in addition to the end customer there are a number of "entities" within the company, represented by the functions or even by each individual person, everyone must consider "the other" Customer and provide the best service to enable the achievement of business objectives and continuous improvement. Each employee of FATAI NYL is therefore responsible for the quality of their work towards the other functions of the company.

It is well known that Quality in its broadest conception has implications also from the economic point of view in the sense that the lack of Quality manifests itself through higher direct or indirect costs, evident or hidden; moreover, The lack of Quality produces a deterioration of the corporate image, results and often a greater risk for Security, Environment and Privacy. The common objective of the entire structure therefore also becomes to minimize the non-conformities of services, products and Security.

Everyone is protagonist in the achievement of the company Quality, in all the phases of the supply process, through the effective and efficient application of the Quality Management System and the continuous improvement of the ways of operating, knowledge and experience.

The Management considers this Policy as a framework for the management of its Quality System and for the annual definition and review of its specific objectives.

The Policy is disseminated to all FATAI NYL employees and made available to the remaining Stakeholders.

The Management wanted to define a Code of Conduct as a fundamental tool for the pursuit of the objectives set in accordance with this Quality Policy. This code, developed in the following points, is followed by the staff and all FATAI NYL collaborators to whom it is distributed together with this Policy.

1. To give Customers clear and truthful technical and commercial information to allow, through knowledge, informed, prudent and convenient choices;
2. Building a relationship with the Customer affirming the principle of the Company-Company productive collaboration;



3. Address the problems, identifying the points in agreement and mediating with equity those divergent. Work to consolidate by seeking a response to mutual needs with the aim of building always and never to destroy;
4. To maintain with the suppliers an attitude imprinted to the maximum correctness avoiding the personal relationships that produce favoritisms or discriminations holding that they cannot exist operating spaces outside of the business relationship;
5. Carry out their work with attachment and passion, collaborating with all colleagues constructively, intervening, supporting and correcting those who are wrong in the work or dissipating company assets;
6. To prevent and reduce risks to the health and safety of workers, in particular:
 - prevent risks at source, that is, at the design stage, choice of materials, identification of methods and technologies;
 - ensuring that working environments are suitable, safe and ergonomic for the performance of activities;
 - protecting the health of workers through continuous health monitoring and evaluation;
 - reduce occupational accidents and diseases affecting workers;
7. Have an attitude of absolute respect for the environment through:
 - rationalisation of the use of resources;
 - reduction of resource consumption as much as possible;
 - Proper waste management.