



## COMPANY POLICY

Claber S.p.A believes that the company's main purpose is to achieve ongoing fair economic benefit for both its shareholders and the people in the business organisation, working to:

- achieve and maintain a high level of customer satisfaction as regards the products and services provided and the expectations generated by the brand;
- maintain a safe and healthy workplace and working conditions preserving the health of the people in the organisation;
- protect the environment, including efficient energy use.

In acknowledging that quality is essential for the design, production and distribution of Claber products and related services offered on the market, Claber management

### UNDERTAKES TO

- communicate and promote understanding of this quality policy within the organisation;
- implement, based on a context analysis, an appropriate programme of decision-making, planning, operational, monitoring and review tasks about the relevant organisation processes, establishing and putting into practice a quality management system for the products and services;
- maintain and improve this management system in compliance with the requirements of the interested parties, promised performance levels and the requirements of standard ISO 9001.

To this aim, the following goals are pursued by management and the people in the organisation:

- a. to ensure customers are satisfied with the extent of our product range, product innovation and product performance, as well as with the consulting, sales and support services offered in line with, if not exceeding, customer's expectations;
- b. to guarantee the competent, ongoing and aware personal commitment of each person, within his or her area of responsibility, to support the collective commitment of management and all of the other people in the organisation for quality;
- c. to guarantee that the effectiveness of company operating processes and their interactions are evaluated and improved systematically on a constant basis, regularly setting and achieving specific quality objectives.

This Company Policy is made available and communicated to the company's organisation, and is available to customers, suppliers and supervisory authorities, as appropriate.

Fiume Veneto, June 2018

**Claber S.p.A.**  
Chairman