

	QUALITY AND ENVIRONMENTAL POLICY	DATE OF ISSUE 25/07/2021	REV 01
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From: **Board of Directors BataV Group** → To: **All company employees**

The general management commits themselves to pursue a policy that places the Customer (both internal and external) and the environment at the center of the activities. In particular, the satisfaction of the internal Customer is pursued by checking and updating the characteristics of the services / products offered.

The satisfaction of the external Customer is pursued by offering and adapting all the processes to their particular needs, both implicit and explicit, detected by monitoring both cultural progress and the achievement of the objectives agreed upon during contractual negotiation.

With respect to the Customer and the environment playing a central role for success, it is therefore important that all company functions are able to pursue the preset objectives and improve the performance of BataV Group services, thereby achieving high **Customer Satisfaction** and respecting the environment.

The macro targets of the company can be summarized as follows:

- Increasing the value of the company;
- Eliminating waste;
- Streamlining processes;
- Enhancing resources;
- Improving quality;
- Respecting the environment (by using recyclable containers, by reducing paper through computerization, and by using alternative energies);

The achievement of these objectives will be constantly – quarterly or, at least, yearly – monitored and communicated by the general management. In order to achieve these goals, quality shall be looked at - without defects – as the main lever.

The implementation of improvements referring to Customer communication and management will be pursued by training and updating employees who hold positions of responsibility in the following fields:

- Compliance with workplace safety regulations;
- Compliance with quality system procedures;
- Respect for the environment;

By achieving these objectives we intend to create a company which is strongly focused on the Customer, to increase the effectiveness on the market and to make "Customer Satisfaction" our differentiating factor in a highly competitive market.

These objectives will be yearly defined and disseminated to all employees by the management.

Monterubbiano, 25th July, 2021

The president

