



QUALITY POLICY

FGL International management approved a quality policy applying and constantly implementing a Control Quality System in the company having the following purposes:

1. Offering products and services which:
 - are able to face customers' requirements both for products type than for respecting the final requisite of the article. That aim is achieved through a continuous research of innovative technical proposal to support our customers necessities thanks the continuous training of the technical staff who is able to suggest the product which is the most appropriate to realise the required articles; the company has also a training program to better support the technical staff, required to be updated on the regulation and on the market trends for R&D.
 - are in compliance with the declared specifications and satisfy our customers requirements. That purpose is achieved through an in-going/ process / and out-going control system, which is constantly checked and updated in order to respect rules and guidelines relating the kind of the applied and realised products. The staff designated and responsible for the system is trained and follows a continuous training to get all the necessary information from t the official sources (Federchimica, OG and others)
2. Studying and carrying out implementation programs which foresee the development of the company Quality Managing System, defining "a priori" the principals aspects referring risks/opportunities and controlling the application through a test on the achieved fixed objects;
3. Implementing the operative results and the profitability thanks a careful monitoring of the realisation of the implementing programs and of the indicators individuated to ensure the company's processes under control in order to front and quickly eliminate incidental costs which are "Not Quality";
4. Increasing the market share offering products and services at competitive prices, trying to acquire markets shares which do not historically belong to us and, relating foreign markets, preparing products focused on the information coming from the detailed market analysis. The market approach is carried out together with an evaluation of risks/opportunities, in order to have a better comprehension of the external changing aspects and of the control, managing and production aspects of the company;
5. Offering products and technology which allow the realisation of articles respecting the technical and environmental requirements thanks a constant updating referring all the national and international norms and rules;



6. Realising the production process with plants which may reduce processing time, emission and water effluents, but increasing quality production, without avoiding to respect the law requirements regarding safety norms, hygienic and environment prescription, realising a continuous professional training about security items;
7. Evaluating periodically our customers' satisfaction to improve our products, our processes and our services and to promote a constant improvement of our company's organisation with the support of a dynamic Quality System.

The company management is continually promoting the carrying out of the present Quality Policy through the adoption of quantified objectives during the meeting with the managers and the identification of the resources and of the necessary methods to achieve them in the scheduled time.

To realise all the purposed goals the Management attends that all the employees are aware and actively participants of that Policy and takes care that the staff receive the necessary and adequate learning.

The management and the staff are responsible of the quality improvement and more generally of the efficacy of the Integrated Management System following the principle of Accountability.