

QUALITY POLICY : DIRECTION COMMITMENT

OUR VISION: To be an internationally respected innovative construction fixings manufacturer creating opportunities through global growth

MISSION STATEMENT: G&B commit to design, manufacture & supply reliable & innovative construction fixings that provide the best possible solutions for our customers, through G&B being a place where people want to work and a company customers want to deal with.

AIMS

In compliance with the VISION and the MISSION above, G&B FISSAGGI S.r.l. considers that their fundamental objective is to maintain and increase an achievement of the highest degree and satisfaction to its customer's, whilst increasing its level of competitiveness in comparison to the market place competition, the satisfaction of the G&B supplier and their customer as well as agents and distributors are paramount in the pursuit of competitiveness of the products and services G&B offer whilst trying to minimize risks and maximize opportunities. For the latter aspect, G&B FISSAGGI adopts an approach to risk based on the awareness of the people who work for you, who adopt, in daily activity, the common sense that we can summarize: as an example If crossing a road, you can check for traffic in all directions, however there are still risks which you put yourself under, if you look closely there are safer alternatives such as an underpass or traffic light controlled areas, etc.

In the world scenario that is being created, with increasingly demanding customers and increasingly fierce competition and enriched by the competitiveness of emerging countries, the achievement of these objectives requires the activation of strategies to ensure:

- ◆ Maximum commitment to achieve objectives of quality/cost/service.
- ◆ To maintain current customer satisfaction and maximize, the search for new customers both in Italy and abroad:
 1. In Italy through an action aimed at creating an increasingly widespread presence on the territory
 2. Abroad through the search for one or more distributors who are able to distribute the brand G&B capillary on its territory
 3. Customer retention through promotional actions or through the wide range of products purchased from G&B FISSAGGI.
- ◆ The realization of products with increasingly strong quality and high technological content and innovation.
- ◆ The continuous and measurable performance improvement, as well as efficiency and effectiveness of business processes (from decision-making to realization).
- ◆ The involvement, motivation and training of the staff.
- ◆ Everyone's commitment to take a risk-based approach at all business decision-making moments: whenever you have to make a decision, even the smallest, always ask yourself what are the risks that the company runs and the opportunities it can seize from that decision.

INSTRUMENTS

Since 2000, the company has chosen to pursue these objectives with the support of methodologies and tools integrated in a quality management system complying with the UNI EN ISO 9001 oriented to prevention and continuous improvement and has updated on 2017 its management system to the new UNI EN ISO 9001.

Careful management of people with motivation, training, training and awareness strategy are the fundamental levers to increase the competence of the staff and the culture of quality and to operate in a climate of cooperation between all Business functions. These activities are also extended to those who collaborate and contribute to the success of G&B FISSAGGI, through the setting of clear, continuous and trusted relationships established with suppliers, agents, distributors, consultants, collaborators, Etc.

Development of new products with high technological or innovative content for application, use, packaging, sales methods, etc. to satisfy more and more customers and anticipate their needs and needs, promoting and trying to create new needs and expectations that can "beat" competition on land where the G&B FISSAGGI can enforce its proven experience.

MANAGEMENT COMMITMENT

The company management is committed to pursuing the objectives set out by adopting the tools provided by the quality management system.

The company management is committed to:

- ◆ Issue the Quality policy, review it to ensure its continuing suitability and update it in line with the objectives, the changes in the context in which the company operates, the requirements and expectations of stakeholders and business strategies
- ◆ Ensure that quality policy is widespread, understood and implemented at all levels
- ◆ Implement the contents of the company Quality Management system documents
- ◆ Periodically verify the effectiveness of the quality management system, promoting improvement actions to increase the level of customer satisfaction.
- ◆ To make available to the company the resources necessary to achieve the objectives set out and support them in achieving these objectives

The Quality assurance function' Responsible has got the task and the full authority to ensure compliance with the above statement.

Date
9th March 2018

The President
Silvia Beccaria Galeasso