



## QUALITY POLICY

The management of Elto s.p.a. undertakes to adopt a policy that places the customer at the core of its business.

Customer satisfaction is pursued by offering and adapting all processes to the customer's recorded, implicit and explicit requirements and monitoring achievement of the targets agreed.

The customer therefore assumes a central role in decreeing the success of the company. In-depth knowledge of customers is therefore important in order to supply products and services that match their needs and to forge high level customer satisfaction.

Internal customer satisfaction is pursued through checking and update of topics relating to the products/services proposed.

Elto s.p.a.'s objectives are as follows:

- Improvement of corporate image on the market and, therefore; increase in the number of customers, an upswing in sales, penetration of new market areas;
- Satisfaction of the parties involved (customers, employees, suppliers) through achievement of budget objectives, an increase in the level of employment, reduction of absenteeism, elimination of disputes with employees, a constant reduction in the number of complaints and in product fault rates, partnership agreements with suppliers;
- Compliance with explicit and implicit contractual commitments;
- Attention to customer communication;
- Customer Care;
- Promotion of improvement of all corporate processes in terms of quality, costs and performance;
- Use of preventive methods to avoid non-conformities;
- Application of the most up-to-date Customer Care techniques that will be pursued through constant training and update of company management and of employees in positions of responsibility;
- Respect of the environment and compliance with current legislation;
- Compliance with regulations regarding safety on the job.

Achievement and maintenance of these objectives will be constantly pursued through training and information actions addressing staff at all levels.

In achieving these objectives, Elto s.p.a. aims to set up a company firmly focused on its customers, to enhance market efficiency and to leverage customer satisfaction as a leading edge on a highly competitive market.

The specific objectives will be defined by the management and deployed to all employees.

Each year, after establishing specific objectives, the management assesses whether the contents of the Policy are adequate to achieve such objectives within the times established.

The Quality Policy and Improvement Plan, with their respective objectives, are the offshoot of an attentive, objective analysis of the situation of the company, of results achieved and of future objectives and also of the external environment and customers' requests.

Quality Policy is formally defined by the management and deployed and illustrated to all company personnel. The Management Representative for Quality and the Heads of the Functions undertake to promote and explain the Policy at all levels of the organization with maximum transparency.