

QUALITY POLICY - JANUARY 2019

Through the use and observance of a Documented System, SAFET's Board of Directors commits to ensure Quality throughout the supply of the service of commercialisation and shipping of materials, products and components, in order to satisfy clients' and other Parties' requests and to consolidate its reputation of seriousness and competence, acquired by SAFET's long lasting experience in the market.

SAFET S.p.A. is specialised in the COMMERCIALISATION OF MATERIALS, PRODUCTS AND COMPONENTS MAINLY FOR CONSTRUCTIONS AND INDUSTRIAL PLANTS.

SAFET defined for the forthcoming period of time the following goals, which aim to satisfy the requests and requirements of the main Parties:

1. PENETRATION ON THE MARKET

To maintain and to develop penetration on the acquired markets and to engage in studies to research new markets

To develop the commercialisation of new materials, products and components

2. QUALITY OF THE SERVICES

Constant presence on the market and client's assistance

Product control and correlation between requested and offered materials

Clear and reliable documental information (with reference to technical data sheets and shipping labels)

To maintain a good quality/price ratio, justifying possible diversions

Punctuality (deliveries)

Ability to react to emergencies and/or claims

Availability to accept requests/needs and to manage special products.

Continuous commercial relations

3. QUALITY OF PRODUCTS

Material shall conform to client's request and demanded quality

Correlation between requested and offered materials

Standardised practice of offering quality materials, products and components, which abide to applicable norms. Such practice is one of the most important, given that it is required to maintain a position of advantage against other competitors, who surely can be more competitive on the issue of price but are still scarcely capable to engage with quality.

The Quality Management System requires planning based on the delineation of goals on the following topics: quality of the service and of materials/products/components; processes (spanning throughout all levels of the company) (these goals shall be coherent with the aforementioned goals) and finally measurement and supervision of goals achievement by using a system of indicators, result analysis and by outlining appropriate actions aimed to obtain standardisation and improvement.

The company STRATEGIES for the forthcoming period of time are as follows:

<p>A. To renew the area of interest for each market and the commercialisation of new products</p> <ul style="list-style-type: none"> • To analyse and to develop new market areas, expanding the knowledge toward new technologies • To increase/re-address resources devolved to product research and development • To research and to reshape the possibility to access financing tools for marketing • To devise a list of preferred producers/suppliers
<p>B. To increase the efficiency of processes by introducing a new management information system and by providing employees with all necessary information</p> <ul style="list-style-type: none"> • To reorganise processes to adapt them to company strategies (especially the commercial process) • To extensively use the new management information system to support the management of processes with peculiar control procedures • To ensure flexibility among employees (on the topic of job requirements and description) and to reorganise the internal communication system • To have an abundance of suppliers for the same typology of product.
<p>C. To develop penetration into the market</p> <ul style="list-style-type: none"> • Commercial missions to acquire new clients and to open new markets. To strengthen new markets by proactive decisions-making • To analyse and to use as much as possible the commercial and financial opportunities given by institutions for new markets • To devise the commercialisation of materials/products and components that have adequate characteristics for the new countries

These strategies imply a long-lasting commitment in monitoring and improving the company to obtain both Client's and personnel's satisfaction.

The achievement and the maintenance of the objectives identified by such strategies will result in an amelioration for SAFET SPA, in terms of reductions of cost, losses, conflicts and disruptions.

The Leadership engages in the diffusion at all levels, both in and outside the company, to its Clients and to all interested Parties of the aforementioned Policy, of its Objectives and of the results achieved by the Quality System. The Leadership also engages in verifying that all personnel, called in to cooperate to ensure the achievement of the duties mentioned in this Strategy, takes part as requested.

The Board of Directors