



INTERNA CONTRACT

THE MANAGEMENT'S COMMITMENT

The Board of Directors of the group considers the Quality Project to be an effective instrument to obtain the maximum involvement and direct participation of all company personnel to fulfil the company's Mission, which is:

- To guarantee that all contract stipulated between the company and their clients are honoured to the full in terms of the product supplied (by both Collezione Interna and those products manufactured according to client specifications) and the delivery and installation service according to the contractual schedule and terms stipulated.
- To guarantee continuity in the service offered, regardless of the rotation of staff dedicated to a given project within the company, and to standardise and regulate the behaviour and activities of the various sectors through the implementation of efficient internal procedures.
- To maintain an active organisation which is constantly competitive regarding costs and service in order to reach sales and profit targets.
- To lay down the foundations for a progress management system which, apart from guaranteeing that delivery schedules are honoured, also allows clients to electronically consult information regarding the said client.

5.2 POLICY FOR QUALITY, THE ENVIRONMENT AND ETHICS

The strategic objective of the Interna group is client satisfaction by implementing an overall positive management approach.

The company policy, subject to continuous scrutiny and assessment and, where necessary, updating, may be summarised with the following points:

- To develop a culture of quality throughout the entire company and with external suppliers.
- To respect the requirements of our clients, whether they are explicated through specifications or legal obligations.
- To assign the final client a central role in the continuous improvement strategies and processes.
- To strive for continuous improvement with the aim of reducing the impact of the company's activities and processes on the environment and to reduce pollution.
- To optimise company processes in order to achieve maximum efficiency and reduce waste.
- To periodically define measurable objectives pertinent to this policy.
- To periodically verify the trend of the system so that it may be calibrated and addressed accordingly.
- To guarantee full respect for all laws, norms and regulations regarding the environment and health and safety in the workplace applicable to the organisation, along with the prescriptions of the environmental management system and code of social ethics according to the reference standards ISO14001 and SA8000.
- To operate with full respect of all legal requirements and ILO recommendations regarding discrimination, rights of association, forced labour, child labour, retribution and working hours.
- To fully involve company employees and make them aware of the influence of their work on product quality and significant environmental issues and on the inherent risks of their work activities.
- To promote awareness of environmental protection in the employees at all levels and to carry out suitable, targeted training programmes to make employees more

- responsible for their work activities.
- To involve suppliers and sub-suppliers in the environmental and ethical-social management programme.
 - To communicate the policy, objectives and performance of the company regarding Quality, the Environment and Ethics both to those working in the organisation and to those operating externally to the company through the use of web pages and publicity and information campaigns, while maintaining close contact with all interested parties (client, suppliers, employees, local authorities, inspection bodies, etc.).
 - To assign sufficient resources to carry out reporting on the integrated Quality, Environment and Ethics system and to adopt statistical and management instruments such as: monitoring performance parameters, carrying out inspection visits, implementing corrective/preventative actions and Management review with the aim of robust management of the system.

The system created is considered to be appropriate for the aims and size of the company and include the principles of respect for the requirements for constant improvement.

This document is distributed to all those figures that, according to the Group, represent added value to the Organisation. It is distributed in particular to:

- Internally to all the employees of the organisation;
- Externally to suppliers, installation technicians and external workers.

Tavagnacco, 10th April, 2009.

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