



COMPANY POLICY – EXTRAPOLATED
Rev01 – Date 01.04.2021

1. THE CORPORATE VISION

Diemme Fiori believes that the authoritativeness of a company can be recognised not only by the competence of its co-workers and by the high quality of the service provided to customers, but also by the attention paid to the needs of the entire community.

The principles that have always inspired the work of Diemme Fiori are formally set out in an Ethical Code of Conduct, in the belief that reliability is built on a daily basis, by respecting standards and valuing people, and in an integrated company policy that defines the Management's commitment to the organization continuous improvement in terms of both product quality and customer satisfaction.

2. RELATIONS WITH EMPLOYEES AND COLLABORATORS

Diemme Fiori protects and enhances its human resources, committing itself to maintain constant the necessary conditions for the professional growth, knowledge, and skills of each person, carrying out the appropriate training for professional updating and any initiative aimed at pursuing this goal as an essential tool for the constant growth and maintenance of a qualitatively high standard.

3. WORKING ENVIRONMENT AND EMPLOYEE SATISFACTION

Diemme Fiori is committed to guaranteeing the physical safety of its production plants and warehouses, of its goods and of its employees, and to offering its staff a healthy and safe working environment that respects the dignity of its workers.

4. RELATIONS WITH CUSTOMERS AND SUPPLIERS

Relations with suppliers are based on loyalty, correctness, and transparency.

Relations with customers are based on criteria of professionalism: the added value of Diemme Fiori consists in its ability to respond promptly to any request from its customers and to encourage the development of new projects and ideas for the full satisfaction of customer expectations.

5. SITE AND SUPPLY CHAIN SECURITY

Diemme Fiori constantly identifies, assesses, and defines the methods for: supply chain risk management; product, environment, and safety standards compliance. Diemme Fiori's goal is in fact to react and restore the safety of the supply chain in the event of failures.

6. ENVIRONMENTAL PROTECTION

The Company's objective is to pursue excellence in the market in which it operates, through Sustainable Development, safeguarding the Environment and the Safety of the people involved through consistent behaviour that respects Social Ethics, and to achieve customer satisfaction, ensuring added value for the Employee, for the Customer and, in general, for the Community.

7. CONTROLLING AND MONITORING

Diemme Fiori is committed to providing a product that corresponds to the quality levels required by the sector through a chain of controls that follows the entire development of the production process.

8. MAINTENANCE AND IMPROVEMENT OF THE INTEGRATED MANAGEMENT SYSTEM ISO9001 – ISO28000

Diemme Fiori verifies the application of the company management system integrated between the ISO28000 and ISO9001 standards by using documented information, means and necessary resources where responsibilities are clearly identified, in order to allow an improvement of the activities and the achievement of the objectives set together with the quality of the product/service provided.