



***CORPORATE POLICY – ABSTRACT***

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## 1. THE CORPORATE VISION

Diemme Fiori S.r.l. is aware that the authority of a company is recognized not only by the competence of its employees and 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 collected in a Code of Ethics of Conduct, in the belief that reliability is built daily by respecting the rules and valuing people, and in an integrated Corporate Policy that defines the commitment made by the Management for the continuous improvement of the organization and products towards Quality, customer satisfaction, the guarantee and improvement of safety in the supply chain and in all business processes and the guarantee of business continuity management.

## 2. EMPLOYEE AND COLLABORATOR SATISFACTION

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

## 3. WORKING ENVIRONMENT

Diemme Fiori S.r.l. is committed to ensure the physical safety of production facilities and warehouses, of property and of its employees, to provide its staff with a healthy, safe working environment that respects the dignity of workers. Diemme Fiori adopts the principle of continuous improvement in order to increase the overall efficiency of its organizational structure and contain within reasonable levels the risks related to its organizational and operational characteristics and the peculiarities of its work and production activities.

## 4. RELATIONS WITH CUSTOMERS AND SUPPLIERS

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

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

## 5. SITE AND SUPPLY CHAIN SECURITY AND BUSINESS CONTINUITY

Diemme Fiori continuously identifies, evaluates, and defines ways to manage risks related to the supply chain, ensures compliance with product, environmental, and safety regulations, as well as the ability to react and restore supply chain safety in the event of failures. To this end, the integrated system adopted by Diemme Fiori is characterized by compliance with the requirements necessary to plan, establish, implement, and operate the documented management system.

## 6. ENVIRONMENTAL PROTECTION

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

## 7. CONTROLLING AND MONITORING

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

## 8. MAINTENANCE AND IMPROVEMENT OF INTEGRATED MANAGEMENT SYSTEM ISO9001 - ISO28000 - AEO FULL

Diemme Fiori verifies the application of the company's integrated management system between AEO Full, ISO28000 and ISO9001 standards through documented information, means and necessary resources where responsibilities are clearly identified, to enable an improvement of activities and the achievement of set objectives together with the quality of the product/service rendered.