

QUALITY POLICY

Fives Intralogistics S.p.A. has set out as its mission to be an excellent, highly competitive company on the sorting market providing high-value, innovative solutions/services to groups of qualified customers and partners.

The values the company believes in are well summarized in the formula: "open mind, fair play, team spirit".

In order to pursue its mission, in accordance with its values, the Top Management has implemented a strategy based on identifying, taking into account and sharing the context in which it operates and the requirements of the stakeholders defining their relevant aspects and evaluating risks and opportunities through a system based on the process approach and the Risk Based Thinking (RBT).

The Top Management has defined the following objectives that are compatible with the context, with the compliance with applicable binding requirements, with strategic guidelines of the Fives group and in a perspective of continuous improvement:

- Meet customer requirements and, more in general, of stakeholders
- Achieve operational excellence
- Continuous personnel training for increasing competence and awareness
- Continuous innovation of the products, solutions and services offered

The achievement of the objectives is monitored by adopting a management dashboard including critical success factors and measurable indicators.

Furthermore the Top Management has identified in the periodic review of the Quality Management System the opportunity to define objectives, identify critical success factors, identify risks and opportunities as well as to verify the full compliance of the Quality Policy with the aim of continuous improvement.

Finally, the Quality Policy considers as integral parts of the Quality Management System, the Environment, Health and Safety of workers, so that there is a dedicated policy and the commitment of the Top Management to pursue continuous improvement of environmental, health and safety performance.

The coordination of the efforts necessary to reach these objectives is assigned to Quality, Environment, Health and Safety department, which depends directly by Managing Director.

The System is supported also by the Committee of the integrated system (Quality, Environment, Health and Safety), which is composed by the primary processes managers, and promotes, formalizes and verifies the achievement of the objectives defined in the Quality Policy.

Lonate Pozzolo, September 2016

Lorenzo Moroni
Managing Director

