

	<i>Quality Management System</i> Quality Policy	F MAN 04 02/09/2020
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The management of CIANO T&S believes that applying a choice based on ethical behavior, professional seriousness, reliability, process efficiency and quality of services provided, and customer-oriented, with investments in own resources, is the only way to follow for those who want to stay and thrive in the market.

The vision of the company is to continuously evaluate and improve its performance, in order to provide the highest standards of products and services to customers, thus achieving a true value for money.

COMPANY VALUES

Based on this deep conviction, CIANO T&S considers the following values as the core of corporate life:

- Customer orientation: is a priority for all members of the company that translates into listening carefully to the requests submitted by the customer, considering the same the most valuable asset of the company, and always trying to respond to his needs / its, to build loyalty with customers while maintaining a high level of this satisfaction.
- Improving services: to consolidate its image and conquer the market, CIANO T&S aims to continuously improve the quality of service and its suitability; all staff should be aware of the fact that error in daily work is always a threat to the effectiveness of the service and the efficiency of the company processes.
- Continuous search for innovative technological solutions, which meet the needs and expectations of customers, guarantee the support and development of their business, provide operational flexibility and ease of adapting to ongoing technological changes.
- Clarity and transparency: the company sets and reports to staff the objectives, for the achievement of which all sectors should be involved; from the same point of view, to verify their achievement, these objectives are systematically measured, to find / base, and to distribute, the strategic decisions of the same;
- Process-oriented organization: the organizational structure of the company has as its main logic the creation of added value of each individual process; Operational and managerial practices aim to emphasize the chain of internal contributions in which each individual should be aware of his or her role and how he or she contributes to the achievement of company goals.
- Correctness and reliability: ethics, understood in its broadest sense of trust and correctness in relationships with customers, colleagues, suppliers and other interlocutors of the company, is a value that should accompany every aspect of company life.

EXPECTED BEHAVIOR

Expected behaviors

Staff must always behave correctly and perform their work with full awareness of the importance of any daily activity in achieving and fulfilling company policies: continuous reporting of any kind of problem is expected, but above all cooperation in solving and commitment to their prevention.

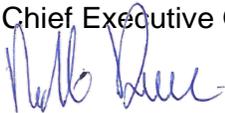
CIANO T&S reaffirms ITS COMMITMENT

- In full compliance with applicable laws and regulations;
- To analyze the risks and opportunities to achieve the expected results and improvements, increasing the desired effects and preventing the unwanted ones;
- To meet the expectations of all stakeholders;

- To satisfy customer requirements and demonstrate the achievement of promised quality, consolidating the services provided tailored to customer needs, based on the reliability and efficiency of processes;
- Ensure the availability of adequate resources and tools to achieve the objectives, in order to enable staff the conditions to perform their work in the best possible way;
- Always asks you to prevent problems and improve its services;
- Implement performance measurement through indicators (KPI);
- Periodically re-examines the Management System to ensure suitability, effectiveness, efficiency and correct implementation over time;
- Define annual development objectives and lines, verify and update, and publish and distribute.

All staff are invited to share this policy and implement it in their daily work.

Roberto Bruni
Chief Executive Officer



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