



SECT. 5 ANNEX 1 - QUALITY POLICY

In order to consolidate the competitiveness and promote customer loyalty, the Board of Directors of the Cavagna Group, defines as primary aims, the customer satisfaction, continuous improvement of performances, maintaining of the effectiveness of the quality management system, compliance with the requirements and regulations in force (including safety & personal data protection) and the correct ethically conduction of commercial practices (including, for example, the non-laundering of money, the non-use of anti-competitive practices, the respect of intellectual property, the truth of the marketing and advertising messages).

These objectives are included in the strategic company plan and are pursued by adapting management processes, productive and administrative to the dynamic nature of the requirements and expectations.

Based on such strategic vision, the Cavagna Group S.p.A. is committed to:

- Activate an effective benchmarking to place worthily the organization in a leading position;
- Improve the knowledge of customer's expectation and its satisfaction as well as the respect of all the mandatory requirements through the identification and control of:
 - Explicit requirements, such as the delivery date;
 - Implicit requirements, such as flexibility;
- Improve the internal and external communication by acting on culture and with adequate technological means;
- Strengthen motivation and confidence of Personnel for their work;
- Maintain for the different divisions CG, where applicable:
 - Certification according to ISO 9001, ISO/TS 16949, EN ISO 13485, CAN CSA ISO 13485 and MHLW (Ministerial Ordinance) No. 169, 2004;
 - Certification according the different parts of ISO 15500 and Homologation in accordance with Regulation R110 (CNG valves).
 - Homologation (product and system) in accordance with European Directives PED TPED, MDD;
 - Compliance with the requirements of CMDR and FDA;

In the awareness of the importance that human resources assume in the execution of individual processes, the management is committed to maintain adequate resources at all levels of the structure, identify the training needs of staff to plan coherent and targeted interventions designed to ensure the maintenance of skills, professional growth, and the right motivation.

The Directorate is also committed to define and measure performance, formalizing them in quality plans issued annually by each company of the group and disseminated to all staff, strategic objectives / performance indicators / targets coherent with the resources and the role that the Cavagna Group covers.

The achievement of these targets enables us to increase our market presence and make the "Customer Satisfaction" and the fulfilment of the mandatory requirements the discriminating factors of strength in a highly competitive market.

For the Board of Directors

EZIO CAVAGNA

The General Manager

VALERIO MAFFI

Date 28.10.2014