

DECLARATION

Both internal and external **customer satisfaction** is an essential condition for the success of our company.

In particular, internal customer satisfaction is pursued through the verification and constant upgrade of the services and products offered.

External customer satisfaction is obtained through the offer and adaptation of all processes to particular needs and by monitoring both cultural progress and goals that were agreed upon.

The awareness that this strategy is the only one that could warrant important results and success on the global market and imposes as our primary goal the improvement of the quality of our products and services. This goal implicates the progress and continuous improvement of all company processes and can be pursued thanks to the enforcement of an action plan developed with guidelines called "Quality Policy".

QUALITY POLICY

UOP S.p.A. guidelines:

- Improvement of image, reputation and market expansion in the production of tools in high speed steel and solid carbide with or without coating;
- Satisfaction of interested parties (shareholders, customers, employees, suppliers) through budget achievement, employment increase, salary improvement, reduced absence and contentious behaviour from employees, decrease of customer complaints, high level of customer satisfaction, co-makship with suppliers;
- Respect of implicit and explicit agreements;
- Attention to communication;
- Customer care;
- Training and information for employees of all levels;
- Respect for the environment and present environmental norms;
- Respect for health and safety according to the present standards;

Specific goals will be defined on a yearly basis by General Management and communicated to all employees.

UOP General Management