



## Quality, Safety and Environmental and Social Sustainability Policy

In the interests of the organisation and its stakeholders, for Poltrona Frau it is of strategic and therefore vital importance to focus its development model on meeting the initial and subsequent expectations of its customers and all interested parties, on environmental sustainability, and on respect for the health and safety of its workers.

For Poltrona Frau “Quality” means paying attention to the finer details. It means keeping the promises made to its stakeholders, an intrinsic value of our brand, with maximum personal participation, pride for the things we do and the results we achieve, to make our product/service unique and recognisable. It means ensuring physical, mental and social wellbeing both inside and outside the organisation, protecting the health and safety of workers and the environment.

Poltrona Frau uses an Integrated Quality, Safety and Environmental and Social Sustainability Management System to implement the Company Mission, striving to continuously improve our performances through a process-based approach and the involvement of staff at all levels.

Poltrona Frau believes that pursuing the activities established by the Integrated Quality, Safety and Environmental and Social Sustainability Management System is the responsibility and duty of all employees and workers in every task and role they perform as every single contribution to the improvement and continuous evolution of the business system is extremely valuable. The correct and necessary structural, technological and economic resources are the basis for ensuring that we meet the goals we set ourselves:

- to ensure that the health and safety of workers, the protection of the environment and environmental and social sustainability are integral elements of all operations and decisions workers make in their roles through respect for applicable regulations both in company sites and at the worksites and premises of clients;
- to prevent accidents and occupational illness, and minimise environmental impacts;
- to communicate the content of the Policy to all personnel as well as the purposes, goals, instruments and procedures that make it possible to implement the Integrated Management System;
- to raise awareness, inform and involve all personnel and external stakeholders in the continuous improvement of quality, environmental conditions and health and safety in the workplace so that everybody can contribute, regardless of their position in the company and as part of their remit and role, to the functioning of the system and the protection of clients, stakeholders, their own health and that of other workers, and the environment;
- disseminate, using coordinated and appropriate instruments, the aims and the content of this Policy and the Management System among all stakeholders.

The company’s plans are developed via detailed briefs and seek to achieve goals and objectives according to the following guidelines:

- **IMPROVE THE VALUE PERCEIVED BY THE CUSTOMER:** going beyond meeting functional requirements to share the emotion of experiencing the Poltrona Frau product with the customer, meeting their changing needs with the utmost flexibility.
- **ENGAGE STAKEHOLDERS:** make the company’s stakeholders part of the organisation, identifying, thanks to their contribution, areas for improvement and guaranteeing the utmost flexibility. Favour the consultation and participation of workers in the development and implementation of the safety management system.
- **CONTINUOUSLY IMPROVE THE PRODUCTS AND SERVICE:** reduce costs and waste, improving processes, methods, equipment and systems, promoting the development of the technical-qualitative skills of suppliers and partners, making the right choice first time.
- **FOCUS ON THE HUMAN ASPECT:** motivating every worker, developing a calm and stimulating environment to foster growth, personal fulfilment and team building, with the aim of achieving our goals. Eliminate accidents and occupational illness, with the full involvement and complete instruction, training and education of personnel at all levels, to improve the satisfaction and wellbeing of workers. Guarantee and maintain excellent safety, hygiene and comfort conditions in workplaces, using all instruments and equipment in internal labs and at worksites in total safety, going beyond the straightforward respect for regulations in force.



- **FOCUS ON THE ENVIRONMENT:** assess the environmental impact of new processes in advance, managing regulations and environmental goals in the best possible way, encouraging workers at all levels to take responsibility through information and training programmes, involving and aligning suppliers in terms of the aspects that impact on the environment. Striving to respect the forests, using suppliers whose materials have been chopped legally and who work according to high conservation values, without genetically modifying the organisms during forest operations.

The Integrated Management System, this Policy and the relative implementation programmes are periodically reassessed by the company management.

The Company Management