

Lovato Electric Spa sets out the following principles as a statement of its commitment to improving the relationships and satisfaction of the parties concerned by providing suitable and necessary resources for the achievement of prearranged objectives and acknowledging that all employees are responsible for application of such principles.

To improve **attention to and care of the customer** by respecting the commitments made and exceeding expectations.

To pursue **ever higher standards of quality** of the products and services offered, also with a view to minimizing environmental impact.

To implement **management systems** that are decisive in the implementation of company policy, remuneration of shareholders, return on investment, satisfaction of all parties concerned and such as to ensure the correlation of all processes, the rationalization of each company resource and the simplification of work practices.

To comply with the **requirements of the management systems** for quality and the environment with constant commitment and to see to their continuous improvement over time.

To organize the various activities by “**processes**” as a cultural and operational tool to ensure that results and company objectives are achieved with efficiency and effectiveness.

To establish, plan, develop and communicate the **company's objectives** through the creation of a work environment that involves, supports, motivates and encourages the participation of each staff member; this shall also be done through targeted training and instruction plans.

To constantly improve **work conditions**, the prevention of situations of risk for staff members, the quality of life of the local community, respect for the environment and relations with customers and suppliers.

To recruit, **train** and develop the best talents in a focused manner in order to have the most suitable resources available.

To **raise awareness and involve employees, customers, suppliers and outsourcers** on issues concerning the environment and work safety (e.g. prevention of pollution, waste reduction, working conditions).

To support **outsourcers** in improving their overall performance (quality and environment).

To **comply with standards, laws, regulations, decrees and directives** for the development of products and services through the adoption of appropriate, eco-efficient and economic solutions and technology for the protection of quality, the environment and safety.

To **monitor** every activity, process, system and product periodically in order to achieve continuous quality and environmental improvement of performance relating to health and safety and to the satisfaction of the parties concerned.

To **manage and analyze data** and information to ensure decision effectiveness.

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Massimo CACCIAVILLANI
CEO