



## QUALITY CORPORATE POLICY

MAPEI aims to improve and consolidate its position as global leader in the development, production, marketing and technical assistance of chemical products and systems solutions for building and industry.

In order to achieve this goal, with long-lasting and sustainable results, the Corporate Management has defined the Quality Policy described in the following principles, which must be applied into the Group Companies with Management Systems that meet ISO 9000 standard requirements integrated with Environment, Health and Safety, and Social Accountability.

### **ORIENTATION AND ATTENTION TO THE SATISFACTION OF CUSTOMERS AND STAKEHOLDERS**

- To know, interpret and meet the needs of internal and external customers and stakeholders.
- To consider as key indicators of our success the satisfaction, esteem and loyalty of customer and stakeholders to our company and our products.
- Developing and maintaining relationships of solid and constructive collaboration with suppliers, customers, operators, trade associations, local communities, scientific and technical institutions, etc. in order to establish mutual benefits.

### **COMMITMENT TO IMPROVEMENT AND INNOVATION**

- To anticipate market developments, being always at the forefront.
- To integrate into the business culture the aptitude for improvement, understood as the development of knowledge and skills of employees and as innovation of products and services.
- To provide information and training activities for staff, operators and customers.

### **FOCUS ON PROCESSES, GOALS AND RESULTS**

- To manage the processes based on the PDCA (Plan, Do, Check, Act) approach and evaluate their adequacy in order to ensure the achievement of the goals with an efficient use of resources.
- To take decisions based on analysis and evaluation of data and information on market situation, performance of processes and products.

### **GROWTH AND INVOLVEMENT OF STAFF**

- Training, engaging and qualifying employees able to work autonomously and responsibly to create "team spirit" and value for the company and customers.

### **HEALTH AND SAFETY CULTURE**

- Safeguarding the health and safety of employees and stakeholders is a key duty for the company's long-term success, which is pursued with steady resources investment, improving the performance of processes and products in compliance with mandatory and voluntary standards and relevant legislation.

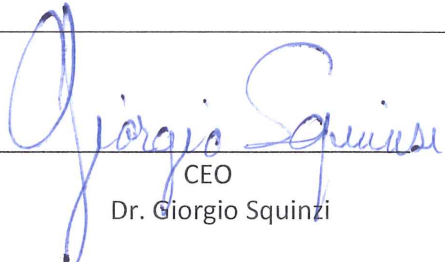
### **RESPONSIBILITY TOWARDS THE COMMUNITY**

- Safeguarding natural resources throughout the life cycle of our products and planning activities aimed at environmental sustainability and social responsibility.

### **BEHAVIOR CONSISTENT WITH THE ETHICAL CODE**

- Respect the principles expressed in the Ethical Code, which constitutes the "charter of value" of the Group, to which all employees should refer to conduct activities and relationships with stakeholders (customers, suppliers, consultants, public administration, employees, etc.).

Milan, November 10<sup>th</sup> 2017

  
CEO  
Dr. Giorgio Squinzi