

SECTION 1 Policies and Commitment



CORPORATE POLICY

The **Mapei Corporate** goal is to be the worldwide leader in the field of chemical products for the building industry, through continuous improvement in the satisfaction of customers and other interested parties (employees, suppliers, local communities, authorities, ownership).

To achieve this aim the Managing Director has established that all MAPEI subsidiaries shall operate using effective and efficient quality management systems, conforming to the ISO 9000 series of standards that can be integrated with other management systems, such as the Environmental, the Health and Safety and Social Accountability ones.

The MAPEI Quality Management System is based on the following principles:

- To communicate with all customers in order to identify their needs and to provide a range innovative, high quality and sustainable products and services, able to meet their current and future expectations.
- To manage the activities and the related resources as processes which effectively satisfy expectations of our internal and external customers
- To identify the relationships among processes, inside and outside the Group, in order to achieve the objectives with efficiency and effectiveness.
- To create and maintain a "team spirit", where all people are involved in achieving customer and company expected results.
- To ensure decisions are based on reliable and accurate data and information that enables proper analysis.
- To promote relationships with suppliers and other partners that allows mutual and durable financial and economic benefits.
- To always ensure compliance with current legislation, including those related to the protection of the environment and of health and safety in all the functions of the company as a minimum requirements

Original Signed By



Dr. Giorgio Squinzi

Managing Director