



Aware of the importance of meeting the customers' requirements and building our growth on sustainable environmental criteria based on the international ISO 9001 and ISO 14001 standards, the IFI management has decided to implement, maintain and improve an Integrated Quality and Environmental Management System, seeing it as a voluntary support tool which, integrated with the current organisational tools, aims at a preventive approach to the issues mentioned for implementation of Sustainable Development.

Our main goal is to consolidate ourselves as the unquestioned leader in:

- technology and the business of technological and built-in products
- bar, gelato parlour, bakery furnishing

This entails that we will increasingly be a benchmark for users of our products and, for this reason, we should with ever greater conviction and incisiveness:

- pursue excellence of performance in terms of quality/environment and affordability of our products based on our experience, attention focused on the customer and innovation;
- be steadfastly competitive, optimising our processes and those of the companies taken over;
- consolidate our corporate image at the top pursuing; excellence and competitiveness on the market, offering our customers quality products that efficiently meet their needs;
- consolidate our commitment to comply with and have everyone comply with all the laws and regulations in force.

We guarantee our ability to manage our processes in safeguarding Quality and the Environment. We undertake to make the necessary resources available to implement the policy, prevent pollution and all those factors that reduce performance of our services to the customers, considering the internal aspects directly related to our organisation and the external or indirect aspects on which we have an influence, such as the product and service purchasing/supply activities, committing ourselves to continual improvement of our integrated management system in order to enhance our performance.

In pursuing the measurable objectives, the IFI management is committed to:



- Attention to human resources promoting awareness of the business dynamics in the people that work for the organisation in their respective roles through continuous training, development and updating on Quality and Environment issues aiming at full involvement.
- Adopting criteria aimed at respect for the environment in management of its supplies, both in the production facilities and where the activities are carried out.
- Internally and externally communicating the policy and the Quality and Environment performance objectives and keeping a close dialogue with the various people involved (customers, collaborators, authorities, control bodies, local municipalities, etc.).
- Resorting to qualified suppliers/partners for control of the service provision process and careful waste management and reduction thereof.
- Systematically monitoring resource consumption, undertaking to assess the saving opportunities, promoting conscious and efficient use and encouraging utilization of sustainable resources.

These principles and their purposes should be made clear and spread to all levels of our organisation through collaboration of all the managers.

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President