

QUALITY POLICY

Sigea operates in the fields of cosmetics and medical devices. These fields that are assuming greater importance in the market, because nowadays the personal care and wellness are considered fundamental and essential aspects to improve the quality of life. Customers are therefore increasingly exacting and require effective and safe products, in a nutshell "high quality products".

In this context Sigea aims to become an excellent supplier at the international level, which differs successfully in the reference market. Therefore it is strongly focused towards the customer, which is placed at the center of Sigea's activities since its satisfaction is critical to the Sigea's success.

Therefore a company approach oriented to growth and continuous improvement is critical, in order to be able to:

- effectively identify customer needs, define the exact specifications of the products to be proposed in order to meet these requirements, and increase customer the satisfaction;
- Propose highly innovative products , able to respond to specific needs not met by the competition or that anticipate the same ;
- monitor the market in order to stay ahead and propose solutions to customer needs orphan of an appropriate response.

For this Sigea adopted a quality management system as a strategic tool to continuously improve the company's quality, in terms of:

- internal organization focused on customer;
- systematic company management that provides the main existing processes analysis, regulation and monitoring through specific process indicators, in order to be able to offer a service complying with requirements and to optimize the resources involved;
- performance of core, support and management processes, subject to a virtuous policy of continuous improvement;
- products effectiveness that fully meet customer requirements;
- customer satisfaction, that has to be continuously monitored and improved;
- constructive relationship with suppliers based on mutual benefit
- satisfaction of all stakeholders: management, customers, employees, suppliers; and consequently the budget target achievement, the employment increasing, steady reduction complaints, high level of customer satisfaction.

To this end, the company spreads Quality awareness at all the company levels, promoting all staff active and positive involvement, to ensure continuous improvement of its performance over time, and in compliance with applicable laws.

To successfully achieve these objectives, the Department is committed to fully support the process of Quality introduction, development, maintenance and improvement within the company. The Quality Policy is regularly reviewed and, if necessary, updated during the Management Review. The specific business goals, consistent with the Quality Policy, are annually defined by the Directorate in a separate document containing the specific indicators for each area.