

## Management commitment - Quality and Environment Policy

The Management of FRANCEHOPITAL believes that obtaining ISO 9001:2015 and ISO 14001:2015 certifications is a guarantee, for its customers and partners, of the efficiency and effectiveness with which it provides quality services and products, paying particular attention to the environment, developing its organization through the implementation of its technical know-how and its managerial and entrepreneurial action.

FRANCEHOPITAL places the satisfaction of the customer's needs at the centre of the development strategy of its products and services, offering suitable and innovative solutions and aiming for a high added value and a fast and punctual service.

The Quality and Environment System is fully integrated, simple and flexible to allow its application and continuous improvement by all personnel.

The Management of FRANCEHOPITAL, in its daily work, addressed both to the domestic market and to the foreign market, is aware of operating within a specific context and for this reason is committed to analyse it and to understand the changes.

In the same way, it knows that it is acting with different stakeholders, that it has different interests and that it needs to be satisfied. For these reasons, we feel we can ask for the support of all the actors that are the basis of our approach and in particular:

- of the Quality and Environment Manager (RSGQA) to keep the system alive, monitor and continuously adapt it and to make it known;
- the management team to disseminate the Quality Policy, ensuring its understanding, implementation and maintenance at all levels;
- of each FRANCEHOPITAL S.O. employee to implement all the provisions of the Quality and Environment System, first of all satisfying the customer's requests, as well as the regulatory requirements;
- of its partners and suppliers so that through the knowledge of the management system of FRANCEHOPITAL S.O. they adapt and improve, both in terms of quality and environment, even their own performance;
- of its customers so that they can interact positively with the company, communicate their satisfaction and suggest possible improvements.

### FRANCEHOPITAL SAS

Starting from the analysis of its context and the needs of the various stakeholders, the Management of FRANCEHOPITAL S.O. is committed to identifying and assessing the risks:

- arising from their own actions and activities or which may reduce their effectiveness;
- that may expose the adopted Quality and Environment Management System to conditioning and criticality. To this end, it is responsible for the best possible management of risk factors.

Internal and external communication will be a fundamental support for the development and growth model that the company pursues.

### Objectives

- *provide services capable of fully satisfying the Customer's needs in terms of functional and qualitative reliability, in compliance with all legislative and regulatory constraints, with particular attention to environmental legislation and sustainability;*
- *make use of the best available technologies in order to achieve maximum production efficiency and pursue continuous improvement in the methods of execution of operational activities and work, as motivation factors for the resources that operate in the company;*
- *build, cultivate and strengthen, in daily work, relationships of trust with the customer, in the belief that this is a value in itself and not a mere tool to achieve business success;*
- *to preserve and enhance, also pursuing a constant increase, the company's heritage of knowledge, skills, expertise and experience in the sectors in which the company operates. To this end, too, the company considers it an essential value to promote the involvement, motivation, commitment and cooperation of all people, so that each of them is aware, while respecting the diversity of roles and responsibilities, of the importance of their work for the achievement of business objectives and to create a climate of well-being in corporate life;*
- *invest in the efficiency and effectiveness of company processes, through a gradual and progressive development of organizational and management capacity;*
- *to highlight and underline the aspects of good environmental and sustainable management of all activities, both internal and external;*
- *promote virtuous actions and collect useful suggestions for the improvement of a management dedicated to quality and the environment from staff, customers, suppliers and all stakeholders;*
- *allow the monitoring and measurement of individual processes, ensuring compliance with the quality characteristics of the process/product/service pursued by the company;*

The periodic Management Review will allow the objectives to be analysed and any adjustments made.

The FRANCEHOPITAL S.O. Management undertakes to respect, verify and update the Quality and Environment Management System.

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President

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