

COMPANY POLICY

Our guideline is to provide all the external and internal interlocutors with a service level which fulfils or even steadily exceeds their own expectations trying to honour our commitment to quality, environment and safety.

This can only be reached by placing the care of the Customer before everything else, providing a service highly turned to the Customer's needs, therefore allowing Guala Dispensing to become a close partner.

Moreover we believe that the success of a company is determined mainly by the awareness that every single person represents an essential factor for the performances improvement.

For the above reasons and abiding by the law in force, the Company Management is determined to:

- *Guarantee that the raw materials used comply with the environmental rules so that the workers' safety is preserved;*
- *Foster the research & development meeting and anticipating the needs of the customer and final user;*
- *Involvement, participation and constant training of the personnel in order to improve and promote professional skills;*
- *Guarantee a service supporting the Customer also in the setting up of his products and processes;*
- *Better the internal efficiency through mutual human and professional respect in the interpersonal relations;*
- *Make use of the ethical standards in the company internal management;*
- *Be ready to take up the challenges coming from the emergent countries;*
- *Activate all the necessary measures using the best technologies to prevent and/or minimize the environmental impact, the risks for the workers' safety and health as well as industrial accidents and occupational diseases;*
- *Operate with the pursuit of preventing risks and facing emergency situations.*

The Guala Dispensing plants apply Rule ISO 9001 from a corporate point of view and fall into line with the ISO 14001 and the standard OHSAS 18001 requirements.

The Company Management is fully conscious of the enduring devotion to improve and wishes to express his sincere gratitude.

Spinetta Marengo, 11th June 2009

General Manager
Roberto Mazzucato