

QUALITY POLICY

Quality, intended as the evaluation of customer satisfaction and compliance with relevant requirements, is a very important value for SIFI Group, and a key factor in order to assure safety, efficiency and reliability of its products.

This commitment has been demonstrated by the company through introduction into the organization of a Quality Management System, certified by an independent Certification Body, assessing compliance of the company with Quality standards relevant to the field the company belongs to.

This Quality System certification is supported by the SIFI Group Executives and Management who believe that the continuous commitment to Quality is a fundamental factor for the business sustainability and development.

The main values driving SIFI Group's business behaviour also includes the commitment to the involvement of all employees and the awareness and attention towards SIFI partners and suppliers.

From this awareness towards the importance of Quality for the Company develops the decision by SIFI Group Executives and Management, to make the values associated with it understood, shared and applied to company processes and procedures at all staffing levels.

In detail, SIFI is committed to:

- compliance with the Law in order to avoid any infraction against existing regulations; a special attention is dedicated to requirements relating to *Good Manufacturing Practice* relevant to pharmaceutical products and towards the European Directives ruling the development, production and sales of pharmaceutical products and medical devices;
- management of all documentation and related registrations in compliance with Law prescriptions;
- regular monitoring of processes, products and services in order to prevent, determine and correct any infraction of Company procedures and policies;
- continuously improve services in order to fulfill necessities as required by markets and Laws, rules and guidelines of the field;
- assess that its own personnel has the education, expertise and competence suitable to perform all activities, with the required skills;
- implement and improve safety of the work environment, protection of the natural environment and ecosystem.

Within the Quality Management System, SIFI has enforced a Quality Policy and established associated targets, originating from the Group's strategic plans and aimed at optimizing overall performances and at providing customers with a complete range of products.

The Management in charge assesses and re-examines the proper management of internal processes, through the results achieved by the quality targets measured by performance indicators.

The pursuit of targets generates actions for company improvement.

The Company, moreover, enforces a model of organization, management and control in accordance with D.Lgs. 231/2001 (and following amendments).

The integrated approach to Risk Management represents for S.I.F.I. S.p.A. an additional managerial tool to achieve results correlated to Quality, especially when decision making is concerned.

Quality Management System also supports activities related to Promotion of prescription-only medicines to, and interaction with, healthcare professionals; such activities are certified by an independent Certification Body, in accordance with Farmindustria Guidelines.