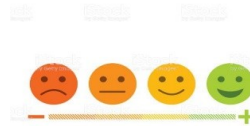


Quality within the Company

The Company Executive Management, being strongly convinced that Quality, conceived as the ability to meet the Customers' expectations, is the main key to success, is willing to pursue a modern management system of the company organisation, by aiming at making the best possible use of resources.

In particular, the company management considers the following general priority goals as its company values:



Always maintaining a high level of satisfaction of the concerned parties, and in particular as regards its own customers and partners



Performing any assessment on the base of objective evidence and in compliance with the norms as well as



Promoting the participation and mutual sharing process among its staff, and in particular among its employees and collaborators

The company develops suitable plans and actions so as to achieve the above mentioned strategic goals. In order to achieve these aims the Management is committed to grant that any human resource is aware of and is aiming at pursuing the same above mentioned goals.

Quality Policy is being daily implemented by the whole staff and under the constant Management care and supervision.

The Management, taking into account internal and external crucial factors concerning its goals, implements the following strategies, which affect the ability to achieve the expected results for the quality management system.

- ↻ Continuously revising Quality Policy in order to guarantee that everybody can understand its contents
- ↻ Paying the utmost attention when identifying and meeting the staff needs
- ↻ Guaranteeing constant enhancement, motivation and professional growth of persons
- ↻ Continuously improving the company responsible and efficient image
- ↻ Guaranteeing the availability of the staff professionalism which shall always be suitable for market needs and for the needs of the concerned parties
- ↻ Continuously improve the company quality management system as well as the quality of the offered products

Apart from quality, we furthermore acknowledge the importance of our Social Responsibility. This is why we are aiming at respecting some themes.

Business ethics:

- ✧ we are committed to perform and manage our activity in full respect of ethical norms, by granting integrity, transparency and compliance with legislation in force;
- ✧ we do not practice tampering and/or bribery and corruption;
- ✧ we do not tolerate money-laundering and/or the financing of terrorist activities;
- ✧ we are committed to disclose the integral and detailed features of the products we sell;
- ✧ we are committed to take suitable measures so as to grant integrity and safety when shipping our products;

Human Rights:

- ✧ we respect fundamental human rights as well as the dignity of every single individual, in compliance with the Universal Declaration of Human Rights proclaimed by the United Nations;
- ✧ we do not make use of child labour;
- ✧ we are committed not to make use of any kind of forced labour, labour on bail conditions, debt-bonded contract labour, or prisoners' labour, and not to limit the freedom of movement of employees and subordinate workers;
- ✧ we are committed to guarantee high health and safety standards within headquarters, branch offices and plants;
- ✧ we are committed not to hinder the free association of workers;
- ✧ we are committed not to practice any discrimination on the base of race, belonging to ethnic groups, castes, country of origin, religion, inability, gender, sexual orientation, belonging to a trade union, pregnancy, political affiliation, marriage status, physical aspect, age or any other restriction which is not lawful at the workplace, so that all people who are "suitable for work" are granted equal opportunities without discrimination on the base of factors which are not connected with their ability to perform the assigned duty/task ;
- ✧ we do not practice corporal punishments in any circumstance and we do not practice degrading treatments, harassment, abuse, coercion, intimidation or threatening of any kind ;
- ✧ we are committed to comply with legislation in force, as regards working hours and wage/salary or, in case of lack of such legal requirements, to adopt the prevailing norms in force within the concerned sector;
- ✧ we are committed, in this regard, to support ethic norms of the jewellery and gold industry sector and to promote the steps undertaken by our customers and suppliers when managing environmental and social issues concerning the production and distribution of gold products.

Broadly speaking **F.A.OR.** company proceedings grant a high level within the field of ethical conduct, including compliance with local laws wherever the company holds working relationships, as well as the promotion of fundamental values such as honesty and integrity,

Environmental protection:

- ✧ we are committed to perform our activity in a responsible way from the environmental point of view;
- ✧ we are committed to manage environmental impact originated by our activity by eliminating or reducing to a minimum its negative effects on the environment;
- ✧ we are committed to grant environmental efficiency within the framework of our activity;

Date 15th.03.2022