

LAZZI VI-TUR S.p.A. operates according to an Integrated Quality and Environmental Management System in compliance with UNI EN ISO 9001:2008; UNI EN ISO 14001:2004 and EMAS 1221/2009 standards.

The management is convinced that the continuous process of improvement which will result from the introduction of an Integrated Management System is fundamental for achieving high levels of quality, as well as highly efficient and effective services. Therefore management has defined the following key objectives to reach the policy goals of Quality Assurance and Environmental Protection

#### Quality Assurance:

- Implement an efficient, flexible and evolving organization and activate a process of delegation in line with:
  - assignment of levels of decision-making competence and responsibility
  - the achievement of objectives and results
- Develop the human resources in line with the levels of responsibility, in terms of competence and skills.
- Guarantee a continuous improvement of the level of service towards customer satisfaction, outlining
  - the method of communication about the way of supplying the service
  - the method of improving employee skills and behavioural competencies
  - the method of collecting customers' claims and suggestions for improvement

#### Environmental Management

LAZZI VI-TUR commits to a policy of continuous improvement of environmental protection, minimizing, wherever technically and economically feasible, the negative impact of its activities on the environment..

LAZZI VI-TUR intends to reach the goals described above by making the following efforts:

- Assure that its activities adhere to the laws, by-laws and regulations in force
- Implement any effort in terms of technical and operating procedures to avoid pollution of water, air and soil.
- Minimize the use of water by monitoring critical parameters

- Minimize the use of raw materials and the production of waste
- Implement energy saving procedures, where ever possible, keeping the level of comfort for the customers, by monitoring critical parameters.
- Informing, updating and training of all employees to create a sense of responsibility and awareness
- Making suppliers aware of the Environmental Management policy
- Use ecological products where ever possible
- Outreach to the local community to give information and to create transparency and awareness
- Inform the customers and make them aware of LAZZI VI-TUR's actions and initiatives regarding environmental protection , and involve them in appropriate activities to respect and save the environment
- Maintain, look after and develop the natural habitat
- Defend the heritage of forest and vegetation, which is a major resource and main natural treasure, by preventing bushfires

Management has defined a policy for quality assurance and environmental protection as a commitment to fulfil the requirements of the Integrated Quality and Environmental Management System, and to improve continuously its efficiency.

In order to prosecute the objectives outlined in the Integrated Quality and Environmental Management System every member of the staff is asked to commit, contribute and participate.

Everyone is required to support and implement the given directions by applying the company procedures correctly and propose appropriate improvements.

The management intends to implement the Integrated Quality and Environmental Management System and align it with the business objectives through ongoing consultation with the board of directors, and every single employee.

The management commits to any necessary effort to create awareness ,and improve the skills of each and every employee, in order to make sure that this company policy is understood, implemented and supported on all organizational levels.

This Policy is communicated to all employees, on all organizational levels, and is made available to the general public.

San Vincenzo, 12 January 2010

Andrea Ciani  
Managing Director