

## QUALITY AND ENVIRONMENT POLICY

**FIORA BATH COLLECTIONS**'s quality and environment policy is based on the recognition that if we want to manufacture and sell products and services that will keep the company profitable in the long term, we must meet the level of quality required by the market. This recognition is a key factor in the design, planning, and development of our products, and the provision of our services.

The best way of ensuring the company's success is to exceed our customers' quality expectations, and to do this we must also maintain a uniformly high level of quality at all stages of the production process. This goal underpins all our relationships with external customers, and defines the working methods of all the staff at **FIORA BATH COLLECTIONS**. Furthermore, as part of our commitment to quality and a sustainable environment, the company has a policy of full compliance with all legal and regulatory requirements.

In order to achieve these goals it is essential that all company employees become actively involved and committed to improving quality and environmental care, and to minimising or eliminating the environmental impact of our processes. This will ensure that these values become an integral part of our employees' daily activities, and that the company has an open and positive attitude to continuous improvement.

In order to make sure that all our workers are aware of and understand the company's quality and environment policy, the management will prepare and make public a document containing the quality and environment policy. This document, which is Annex I of the Quality and Environment Manual, will be displayed in prominent places in the company premises, and reviewed periodically.

**FIORA BATH COLLECTIONS** has established the following guidelines for achieving its objective:

- *Quality and environmental care come first.*
- *The main focus must be on external and internal customer satisfaction.*
- *Prevention is the best way of providing quality services and minimising environmental impacts.*
- *In order to achieve our objectives everyone in the company must be involved.*
- *Improving employee skills and qualifications through training is essential.*
- *Continuous improvement is key to the success of our company.*