



Quality Policy

RadiciGroup is turning more and more to its customers as a source of inspiration for continual organizational improvement. Placing greater focus on the chemicals, plastics and fibres businesses has become a strategic objective to enable the Group to operate successfully in those sectors where quality and increased efficiency are essential features of the business.

RadiciGroup also realizes that its results depend on the quality of available resources and is thus committed to taking a virtuous path of growth and development. Attention to the environment and safety is vital but not sufficient on its own. Motivation and an awareness of the need to do better every day are fundamental attributes.

RadiciGroup executive management is committed to seeing that the entire organization adopts these principles and implements them in ongoing operations, while maintaining a satisfactory level of profitability to ensure sufficient resources for adequate growth.

In order to achieve customer satisfaction—both outside and inside the organization—and to continue to grow, RadiciGroup has to foster and monitor a collaborative relationship among all interested parties. The following principles are crucial to meeting our objectives:

- Customer focus.
- Focus on the planning, control, monitoring and improvement of business processes.
- Continual product innovation.
- Motivation and empowerment of human resources.

All Business and Corporate managers should implement these principles by incorporating them into each company's Quality Policy.

Angelo Radici
Chairman and CEO

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