



QUALITY POLICY FOR UNI EN ISO 9001:2015

BACKGROUND: OUR PRINCIPLES.

For more than 40 years, Flou S.p.a. has been producing, distributing and selling furniture, accessories, and household furnishings, each creation with distinctive and accurate design. The production stands-out on the market because of innovation, research, the styling and quality. Its main objective has always been to provide full satisfaction for the clients and all shareholders, through impeccable products and services. For these reasons, Flou has decided to define some essential reference principles relative to its Quality Policy.

CLIENTS AND STAKEHOLDERS.

Day after day, Flou is committed to understanding the requirements and the needs of the clients and the stakeholders, planning the activities to guarantee maximum satisfaction.

Flou pays the same attention to requests and requirements voiced by:

- _ its reference markets
- _ the countries it operates in, with full observance of the local laws and regulations
- _ all stakeholders involved in the production and distribution processes (critical and non).

OUR APPROACH: ONE STEP AT A TIME.

Flou considers the different activities of its organization as processes that must be planned, controlled and constantly reviewed. It activates and optimizes resources to reach the common objective of completing its programs in the best possible way. It believes that the processes must be managed to achieve the expected results and that the associated responsibilities and the resources used must maintain very separate roles.

FLOU'S CONCEPT OF LEADERSHIP

Flou happily assumes the responsibility regarding the efficacy of its management system. It provides the necessary resources to this end and will ensure that the planned objectives are compatible with the context and the strategic objectives that are defined through brainstorming and dialogue. Flou is fully convinced that the key to success is the active involvement of all of the stakeholders, supporting them in every phase of the processes and every step of the activities.

THE PHILOSOPHY: TO EVALUATE THE RISKS AND WELCOME THE OPPORTUNITIES.

Flou plans its processes with a "risk-based thinking" approach that will allow the company to act in the most suitable way to calculate and resolve the risks and to strengthen and welcome the opportunities. Flou's philosophy is inspired by profound proactivity at every level, in particular in the management of its critical processes.

AN ONGOING AND DIRECT COMMUNICATION LINE WITH STAFF AND STAKEHOLDERS.

Flou firmly believes that ongoing involvement with staff and stakeholders, and the active participation of all collaborators, are strategic elements of fundamental importance. This is why development of in-house professionalism is promoted and considerable attention is paid to the selection of external collaborators. All of these decisions target a single objective: to work with competent and highly-motivated people.

CONSTANT IMPROVEMENT IS KEY.

The primary objective is the constant improvement of the management system performance.

The tools? A preliminary calculation of the risks and opportunities associated with the corporate processes, the in-house and external activities and a review of the Management System.

And obviously, a Quality Management System that conforms to the norm UNI EN ISO 9001 is essential.

Flou wants to ensure that:

- _ the Quality Policy and its relative management system are included, applied and respected at all corporate levels
- _ the policy will be reviewed periodically by the Management to monitor its appropriateness and suitability
- _ the system is supported by systematic professional instruction, training and development
- _ this document is distributed to all in-house representatives who must be familiar with its contents, and that it is also available to all of its stakeholders.

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Flou S.p.A.
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