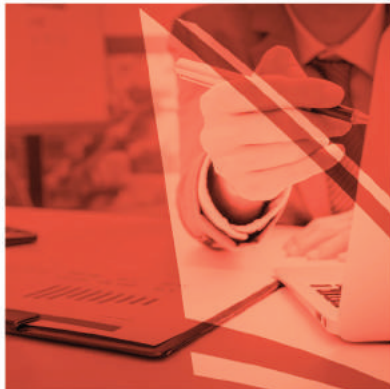




FLOATINGLIFE®



Quality
Policy





Quality Policy

QUALITY POLICY

Honesty, quality and experience are the foundations on which Floating Life International S.A. was built. The continuous strive for excellence and customer satisfaction are the values that have led Floating Life International S.A. to implement a Quality Management System to identify, plan, implement and monitor its processes.

Clear, prompt services, conformity to the laws in force, openness to dialogue, adherence to schedules and solid commercial agreements are just some of the key distinctive features underlining the value of the services delivered by Floating Life International S.A. The commitment of every single member of staff in complying with these standards has allowed the whole company to achieve excellent and consolidated results over the years.

Our key focus is our customers, and the level of satisfaction in the services provided.

Equally, and inseparably, is the attention paid to the serenity and well-being of our staff and collaborators. The skill and experience of our staff, and their specialisation, will always be an indispensable added value for Floating Life International S.A.

Our objectives for innovation, pursuing the constant and continuous improvement of our processes and the services we deliver, with full awareness of the internal and external risks and opportunities, drive Floating Life International S.A. to analyse, plan, monitor and continuously redefine its corporate reality.

To monitor, maintain and improve its own Quality standards, the company management has identified the following actions to be implemented:

- Create the Corporate Quality department, through which the actions described below are to be implemented
- Analyse, optimise and improve customer services
- Identify and define the specific processes carried out by each company department
- Monitor the level of customer satisfaction over the services provided
- Foster the dissemination and promotion of the company policy
- Identify internal and external risks and opportunities for fostering the growth and development of the company
- Constantly and continuously update and adapt the policies to the laws and standards in force
- Constantly improve the Quality Management System

The management of Floating Life International S.A. is personally committed to promoting the quality policy within the company, disseminating it and sharing it with all its staff and collaborators.

The Management