

Quality Policy

Fluid Global Solutions Srl believes that lasting success can be achieved through a customer-oriented vision and a critical approach to the sustainability of the products and services offered.

Aware that process management plays a critical role in quality — understood as the ability to meet the requirements of customers and stakeholders — the company has identified in the ISO 9001 management model a framework capable of ensuring compliance with customer requirements (both expressed, implicit and mandatory) and the continuous pursuit of customer satisfaction improvement.

FGS has set the following main quality objectives:

- Customer satisfaction leading to loyalty.
- Increased sales through the expansion of markets, products and services offered.
- Continuous improvement of internal organization, through the clear definition of tasks, responsibilities and working methods to ensure the desired quality level.
- Maintenance of a healthy and safe working environment for all employees.
- Compliance with applicable labor, health and safety, and environmental regulations.
- Reduction of the company's environmental impact by minimizing carbon emissions and waste through the principles of reduction, reuse and recycling.

FGS management is fully committed to achieving these objectives and to the continuous improvement of the Quality Management System, by providing the necessary means and resources.

Objectives and improvements are pursued through actions, programs and indicators that are periodically reviewed to verify their effectiveness.

This Quality Policy is periodically checked for adequacy and, when necessary, reviewed and updated according to management guidelines.

Arcola (La Spezia), May 8th, 2024

Alessandro Biggio
Owner & Managing Director
Fluid Global Solutions

A handwritten signature in black ink, appearing to read 'Alessandro Biggio'.