

### DECLARATION

Both internal and external **customer satisfaction** is an essential condition for the success of our company.

In particular, internal customer satisfaction is pursued through the verification and constant upgrade of the services and products offered.

External customer satisfaction is obtained through the offer and adaptation of all processes to particular needs and by monitoring both cultural progress and goals that were agreed upon.

The awareness that this strategy is the only one that could warrant important results and success on the global market, imposes as our primary goal the improvement of the quality of our products and services. This goal implicates the progress and continuous improvement of all company processes and can be pursued thanks to the enforcement of an action plan developed with the identification of clear guidelines.

UOP's guidelines are:

- Improvement of image, reputation and market expansion in the production of tools in high speed steel and solid carbide with or without coating;
- Satisfaction of interested parties (shareholders, customers, employees, suppliers) through budget achievement, employment increase, salary improvement, reduced absence and contentious behaviour from employees, decrease of customer complaints, high level of customer satisfaction, co-makership with suppliers;
- Respect of implicit and explicit agreements;
- Attention to communication with regards to the customers;
- Customer care;
- Training and information for employees of all levels;
- Respect for the environment and present environmental norms;
- Respect for health and safety according to the present standards;
- Respect for the ethical code that reflects the company's culture, vision standards, principles and philosophy;
- Sustainable supply chain management is a key corporate goal to provide added value for all interested parties; therefore, UOP aims to pursue certifications: environmental ISO 14001, safety ISO 45001 and energy ISO 50001.

Specific goals will be defined on a yearly basis by General Management and communicated to all employees.

UOP General Management