

# Quality Policy

The mission of RINA Services S.p.A. is to:

- promote safety, protection of the environment, quality, safeguard of property and social accountability,
- contribute to raising standards and offer services aiming at continual improvement,
- comply with applicable laws, rules and regulations, including RINA Ethical Code.

RINA Services S.p.A. is therefore committed to:

- provide high standard services, promoting quality and fostering diffusion of principles and behaviour on which the quality policy is based to all customers,
- operate in the interest of the community, contributing to environmental protection, safety of human life, safeguard of property and social accountability,
- ensure impartiality and independence, ensuring objectivity of its certification activities and managing potential conflict of interests,
- contribute to preserve the environment and sustainable development, in particular as Designated Operational Entity under the Kyoto Protocol,
- offer technical assistance on aspects relating to activities carried out by RINA Services S.p.A., in compliance with applicable rules and authorization requirements,
- evaluate the internal and external context in which operates, in order to determine business opportunities and related risks,
- consolidate the image, good reputation and high professionalism, adopting suitable programs, objectives and commitment as far as quality of services and training and qualification of personnel are concerned,
- improve the level of customer satisfaction, through an always better understanding of their needs,
- verify the effectiveness of the Quality Policy and its Management System, through suitable performance indicators and objectives, with particular attention to those relevant to safety and pollution prevention,
- implement the measures necessary to achieve the objectives established to comply with the requirements, performing a periodical review and reporting its results for continual improvement.

Top Management will provide the necessary resources and necessary support to achieve the above-mentioned objectives for continual improvement and is accountable for its effectiveness.

Genoa, 28 April 2017

Michele Francioni  
Chief Executive Officer

