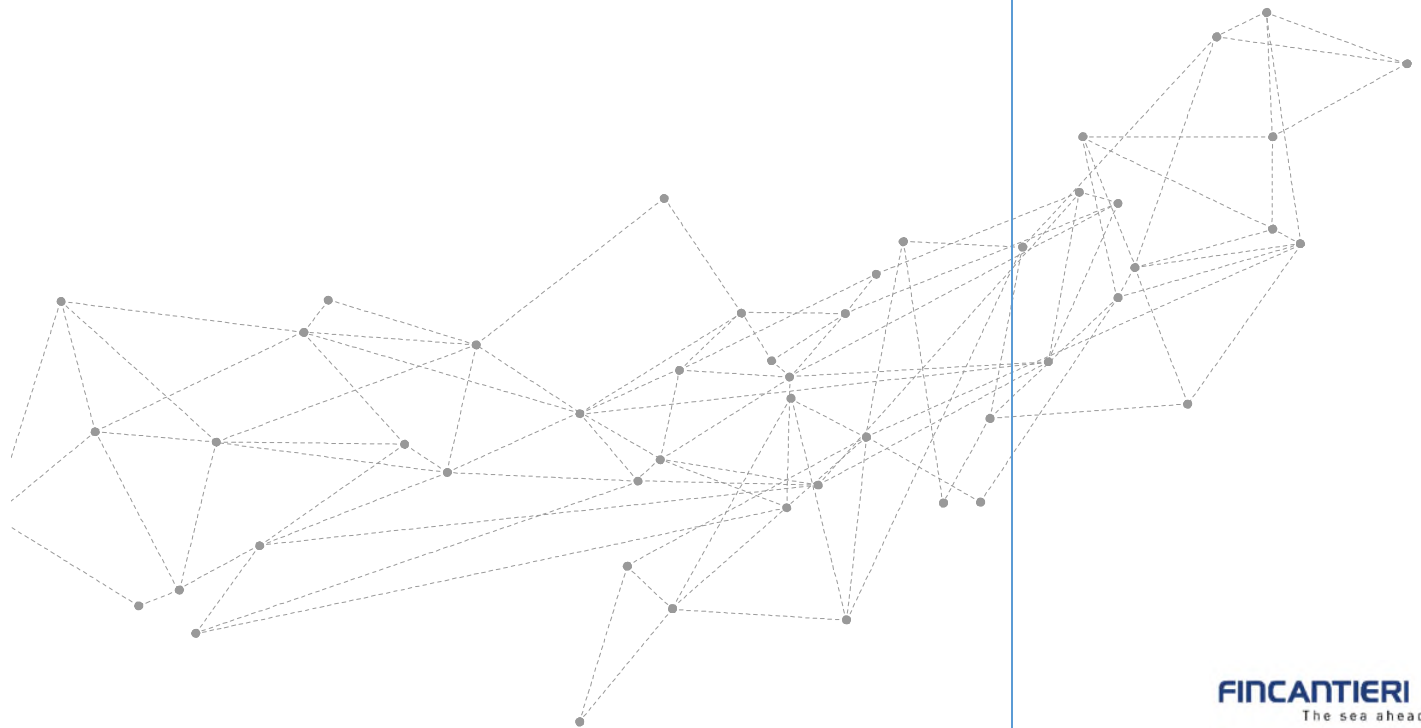




# QUALITY POLICY



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### *Foreword*

Fincantieri, heir to the great Italian naval tradition and now one of the largest shipbuilding groups in the world, works on the design and construction of highly complex vessels with high added value, from merchant ships to military ones, from offshore vessels to mega luxury yachts.

It is a leader in the cruise sector, constructs high-tech ferries and has always been a well-known player in the military sector, offering a wide range of products, including surface vessels (frigates, corvettes, patrol boats, etc.) and submarines.

In the field of ship repairs and conversions, it offers a service on a worldwide scale, organizing the execution of the work at its own facilities or those of third parties with the aim of minimizing downtime in accordance with customer requirements.

Fincantieri offers itself as a partner to the ship-owning world, to the defense sector and to the major works sector, offering customized products and services with a high level of service.

The ability to complete complex and high value projects must go hand in hand with a determination to meet all the quality, cost and time requirements of its products and services, to the satisfaction of the customer and all stakeholders.

Given that each Division declares its commitment to Quality in its Quality Manual, with this policy Fincantieri reaffirms its mission to achieve and maintain an excellent level of Quality in all its activities, making its own, in its strategic choices and business processes at different levels, the following 7 points of the Company's Quality Policy:

## *1. CLARITY OF OBJECTIVES*

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All resources, whatever level and organization they belong to, must know what quality, cost and time objective they have to achieve. All managers are doubly committed to maintaining this clarity: for themselves and for their own resources. The primary objectives of customer satisfaction and company profit must never conflict.

## *2. EFFECTIVE PLANNING*

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Attention to correct planning, control and compliance with plans is essential for quality operations: it is necessary to study and prepare the conditions, timescales and resources necessary to achieve quality in each process, according to the principles of precaution and prevention, using the best technologies and skills available and managing risks.

## *3. QUALITY AT THE SOURCE AND PREVENTION*

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Product quality is built step by step into every single phase of the process: every actor, whether internal or a supplier, must know the rules, regulations, standards, practices and conditions for performing their part of the process well, and must also be put in a position to comply with the standards provided. Each resource downstream of a process must be considered in the same way as the final customer.

## *4. RIGHT FIRST TIME*

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Every standard, every process and every activity must be designed to work well the first time. Measuring rework and waste, classifying and assessing defects, analyzing and identifying root causes, and learning from mistakes must be the mindset of all to prevent problems and work systematically towards zero defects.

## *5. QUALITY OF PEOPLE AND RESPONSIBILITY*

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Training, developing and motivating resources that can reach the optimal level of competence and skills for the correct management of processes and execution of activities, that are committed to achieving objectives that exemplify the values of know-how, mutual respect and teamwork.

## *6. QUALITY OF INFORMATION*

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The quality of processes, and consequently of products and services, also depends on the timeliness, completeness and accuracy of information: it is important to provide internal customers with information with these characteristics. Always advise when quality (as well as safety or the environment) is at serious risk.

## *7. CONTINUOUS IMPROVEMENT AND STANDARDISATION*

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Market challenges and complexity are increasingly driving continuous improvement and innovation: projects, activities and methods must be continuously improved, looking for solutions that make development and construction processes simpler, faster and more reliable, defining sustainable, fail-safe standards that are respected by all. Every Fincantieri resource must be able to contribute to the Continuous Improvement of standards and processes.

This Quality Policy is the expression of the Company's will to achieve operational excellence and must be a concrete and constant commitment for all employees. It must also be transmitted to all suppliers and interested parties, in accordance with and in compliance with its Quality Management System, certified in accordance with the UNI EN ISO 9001 standard.