

## INTEGRATED POLICY – IMS

The Carmelo Fior Companies, through their Integrated Management System (IMS), reaffirm their commitment to producing high-quality ceramic tiles with the objective of ensuring complete customer satisfaction.

To this end, we adopt practices founded on the continuous improvement of processes, strict compliance with applicable laws and regulations, the recognition and appreciation of our employees, and the promotion of a safe and healthy work environment, preventing workplace injuries and occupational illnesses.

Furthermore, we operate with social and environmental responsibility, maintaining a constant focus on sustainability and fostering lasting, responsible relationships with customers, employees, the community, and all other partners.