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## QUALITY POLICY

Experience, highly qualified human resources, a constant and effective research program and the wide range and number of products available have made possible for CHINESPORT to become a leading company in the physiotherapy and rehabilitation field.

The future of CHINESPORT depends on these main factors:

- The high quality of products and services offered
- Collaborating with field experts (eg. orthopaedic technicians, physiotherapists, specialized physicians)
- The professionality of its own sales network, including retailers
- The great competence of its personnel and the sales network's
- Customer satisfaction

Our company pays great attention to satisfying all product and service requirements needed.

This is the base of CHINESPORT's continuous improvement process in which each associate has an important role contributing with ideas and personal commitment. Furthermore, it is paramount to develop the ability to find joint solutions and develop a sense of feeling of belonging to a "work group", while maintaining the single company responsibilities.

Every year, specific measurable objectives are defined in correspondence with this policy.

**CHINESPORT** Management