

## Company policy

The goal is to provide the best quality and food safety, at the right price, with excellent customer and after-sales service.

We are proud of what Made in Italy means, and we focus on the best customer experience by combining technology, creativity and artistic flair in everything we do.

We are strongly convinced that a product must not be the cheapest, but the best at the right price, respecting the environment and in total food safety.

This philosophy has prompted us not to compromise with the selection of raw materials and has prompted us to improve the quality constantly and with infinite refinements.

The Company is fully committed to supporting personnel in the development of a culture of food safety and quality, this commitment takes the form of planning an improvement plan for quality and safety. It also undertakes to offer the best possible working environment, offering high standards of safety, respect for the environment and food safety, above-average salaries, a welcoming atmosphere, many benefits, social events, investing in innovative equipment aimed at reducing repetitive tasks while improving productivity at the same time.

Our staff are fully aware of the company's objectives and are informed about the main strategies, the goal is to have employees who are motivated and dedicated to their work, applying the philosophy of brand loyalty and a passion for a job well done, as we think this is turn into a benefit for our customers.

We apply profit sharing and associates receive additional bonuses based on personal and company performance.

FlavourArt invests a large portion of profits in business expansion, training, equipment and research and development.

A massive expansion is underway and the company is ready to explore business opportunities worldwide.

The company has a program of constant research and development aimed at refining and improving the flavors and liquids for electronic cigarettes, through the application, mixing and testing of new molecules.

Access to the most up-to-date scientific libraries and cooperation with universities complete our needs.

FlavourArt's goal is to consolidate its position in the production and marketing of flavors and liquids for electronic cigarettes by maintaining a continuous process that guarantees:

- An adequate level of training of internal personnel
- High flexibility and professionalism of internal resources
- Marketing of own brand
- Commitment to compliance with applicable legal obligations
- Constant search for innovative products aimed at integrating the sales lines
- Guarantee of achievement of measurable objectives
- Guarantee of high food safety standards
- Commitment to minimize environmental impact, prevent pollution and meet compliance & sustainability obligations
- The continuous improvement of quality to make it more and more consistent with the needs of the customer.

Direzione: **Massimiliano Mancini**

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