

“Company Policy”

The policy relates to all activities in which the Management Criteria is applied and is referenced in the Quality, Environment, Safety and Social Responsibility assurance procedure.

The Company is well-aware of the important role it plays in supporting Associations and Customers, whose trust it has enjoyed for many years, and works hard to manage systemically all activities performed by its employees both at the Company offices and at Customers' offices, highlighting this commitment to ensure that company targets are achieved and maintained in compliance with laws and regulations and the principles of customer satisfaction, prevention and continuous improvement.

The organisation is functional and dynamic, with a view to involving all those operating there in a series of transformations and relations where the Consultant-Customer-Authority relationship develops on the basis of mutual interaction satisfying the requirements of all stakeholders.

On a wider and increasingly competitive international scene, professional training is a decisive factor in success of company policy and in the development and professional fulfilment of individual collaborators, as well as helping increase Company efficiency by creating a “harmonious and healthy company environment”. The Management Criteria demands effective commitment from everyone to achieve the agreed objectives, trains all employees (and suppliers and contractors, when necessary) in relation to the general and specific duties assigned, informing them of the negative consequences of non-conforming conduct on service quality, protection of the environment and safety of people and property and also on Company liability.

The Management Criteria establishes strict training and awareness requirements, coordinating all duties in a manner to guarantee safe performance of activities in accordance with national, international and EU laws and regulations and, when necessary, local ones as well, continually improving the technical expertise and operating efficiency of the people involved, maintaining working equipment maintenance at the highest level and seeking efficient management of any emergencies as well.

In order to achieve its objectives, the Company has identified the principles of its Company Mission for Quality, Safety, Environment and Social Responsibility, as follows:

- ✓ for Service Quality, the Customer's implicit and explicit needs;*
- ✓ for Workplace Health and Safety, workers' needs in terms of both awareness and methods, means and equipment;*
- ✓ for the Environment, its own aspects and impacts (direct and indirect);*
- ✓ for Social Responsibility, a responsible approach to social problems of employment.*

It provides the necessary resources and qualified personnel for each of these objectives, defining how they are organised and assigning specific roles and responsibilities.

In order to achieve these objectives, the following means have been adopted for the Management Criteria:

- this “Company Policy”, distributed within the Company and provided to everyone concerned, with the precise aim of ensuring that everyone has understood it (including suppliers, contractors and, when necessary, visitors);*

- *efficient organisation in all places, to guarantee:*
 - *perfect performance of working activities,*
 - *management of workplace health and safety,*
 - *protection of the environment,*
 - *company performance in sustainability of social development;*
- *operating documents on standards of both resource management and service activity performance;*
- *an internal audit system which checks that the management system continues to function effectively and efficiently and provides the elements for correcting and/or improving it, in the continual search for satisfaction of both Customers and stakeholders;*
- *an external audit system certifying that the organisational structure, responsibilities, procedures and human resources used are sufficient, functional and operational, i.e. that the Management System satisfies the criteria for obtaining certification from accredited and/or notified agencies;*
- *definition of criteria for a periodic review of the suitability and pertinence of this policy to the organisation;*
- *a periodic review of the effectiveness and suitability over time of the entire Management System, on the basis of the results achieved, the expectations of the outside world, Customer satisfaction, legal compliance, prevention implemented and continual improvement.*

On the basis of its specific characteristics, business opportunities, the demands of the relative Agencies and market requirements, the Management Criteria focuses efforts on:

- ✓ *constant attention to full compliance with applicable laws and regulations;*
- ✓ *employees' satisfaction with their working environment;*
- ✓ *satisfaction of the Customer and suppliers/subcontractors;*
- ✓ *optimisation of production processes;*
- ✓ *rationalisation of consumption of new-renewable resources;*
- ✓ *awareness in management of the waste directly produced by its own processes or those connected with them;*
- ✓ *constant attention focused on new technological options which do not involve excessive costs;*
- ✓ *protection and conservation of the natural environment where it operates;*
- ✓ *visible compliance with social and ethical principles;*
- ✓ *transparency of company activities.*

The set of established objectives and the means available for achieving them, together with the above principles, form the "Management Criteria Policy on Management of Quality, Safety and Environment and Social Responsibility", with a view to continual improvement and Customer satisfaction.

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Elise Manenti

Nihil difficile volenti