

**POLICY FOR QUALITY, ENVIRONMENT, HEALTH AND SAFETY AT WORK, ANTI-CORRUPTION AND
ETHICS**

Fidente S.p.A., establishes corporate strategies in the awareness of the need for an integrated vision of the organization, in which the aspects "quality", "environment", "health and safety at work", "anti-corruption" and ethics are the foundation of all other aspects that contribute to outlining their strategies.

The policy for "quality", "environment", "health and safety", "anti-corruption" and ethics is the global commitment that Fidente assumes towards the interested parties following a detailed analysis of its organizational context and risks and the opportunities in quality, health and safety and the environment that the organization is facing. To comply with this commitment, an SGI was activated in accordance with the UNI EN ISO 9001:2015, UNI EN ISO 14001:2015, UNI EN ISO 45001:2018 and 37001:2016, SA 8000:2014 standards.

La Fidente sets itself the goal of consolidating and developing its market share, connoting itself as a company that supplies a service that is always of a high quality and professional level through highly qualified personnel who represent a point of reference with high added value for the customer.

The general guideline that governs and supervises the Integrated Quality/Environment/Health, Safety/Anti-corruption and ethics policy is the satisfaction of the interested parties, the commitment to protect the environment and health and safety in the workplace, the commitment to eliminate the dangers and to reduce the risks for the environment and for the health and safety of the workers and the observance of the mandatory provisions as well as in personnel management and the provision of the service with a view to continuous improvement and risk reduction connected to the activity.

In order to continuously improve and consolidate its position on the market, it intends to demonstrate the importance of maintaining and promoting a strong and constant commitment towards:

- the management and improvement of the Integrated Management System for Quality, Safety and the Environment, in compliance with the UNI EN ISO 9001, UNI EN ISO 14001, UNI ISO 45001, UNI ISO 37001:16, SA 8000:2014 standards
- the Organizational Model Legislative Decree 231/01;
- respect for environmental protection and the prevention of pollution in the activities and services performed;
- the commitment to ensure safe and healthy working conditions for the prevention of accidents, including accidents and occupational diseases;
- the pursuit and consolidation of customer satisfaction.

With this Policy, the Management, in the figure of the Sole Director, communicates inside and outside the Organization the intention to operate systematically with efficient and transparent methods in order to guarantee a socially and economically Integrated Corporate Management System sustainability and its continuous improvement.

In this sense, the Management provides and traces the following commitments and guidelines for the Organization:

- consolidation and continuous improvement of the Integrated Management System for Quality, Safety, the Environment, Anti-corruption and ethics in line with the indications of the Interested Parties (employees, collaborators, suppliers, users of the service, social context, etc.);
- with regulatory-legislative evolutions and with the transformations of the social, cultural and economic context in which the Organization operates;
- constant commitment to meeting all the requirements of the management systems adopted;
- Continued efforts to encourage good faith reporting of concerns without fear of retaliation;
- it is forbidden to carry out corruptive actions;
- constant commitment to continuous improvement of the corporate anti-corruption system;
- the commitments made for the purpose of continuous improvement of the anti-corruption system adopted were identified and periodically reassessed within the Management review;

- authority and independence of the anti-corruption compliance function have been identified;
- provide a framework that can establish, review and achieve objectives to prevent corruption;
- management and control of the prevention of administrative liability of internal entities for offenses against the public administration;
- prohibition to give gifts in any form to customers;
- is appropriate to the company purposes and to the principles of the systems adopted;
- the consequences of any non-compliance with this policy have been identified;
- guarantee for the customer of the quality standards expected for the services provided;
- pursuit of customer satisfaction;
- monitoring and measuring Customer Satisfaction and the effectiveness of the corporate system processes;
- preference for suppliers capable of offering products and services that are more compatible with environmental and safety objectives;
- compliance with the applicable national and international legislative requirements, the commitments signed with the Interested Parties and the standards used as a reference for the system;
- analysis and evaluation of the indications deriving from the Interested Parties, in order to establish an open and constructive dialogue for the identification of intentions and objectives of mutual satisfaction;
- maintaining an effective internal and external communication system;
- promotion among staff of awareness of the importance of the activities carried out for the purposes of the effectiveness of the Integrated Management System for Quality, Safety and the Environment and anti-corruption;
- assurance of continuous consolidation of knowledge on the reference standards in order to encourage internal participation and improvement;
- research and promotion of the most appropriate Actions to prevent and correct the occurrence of Non-Conformities;
- improvement of the services provided, elimination of dangers, reduction of environmental impacts and significant risks;
- continuous improvement of the integrated management system at all places where the Organization is present;
- maintenance, towards the Organization, of the commitment to carry out periodic Reviews on the Management System in order to evaluate its adequacy and effectiveness over time and opportunities for improvement;
- increase in the level of competitiveness on the market and maintenance of a high level of reliability and quality of the services provided, in full compliance with the requirements legal, environmental, safety and quality; awareness of its staff about their role and responsibility in the field of safety;
- promotion of participation and consultation of workers, also through their representatives;

This policy represents the reference framework for the objectives identified by the company

The Management confirms to the figures appointed for the management of the Systems relating to Quality, the Environment, Security, Anti-Corruption and Ethics the task of managing the Integrated System with a view to continuous improvement.

The Managers in charge, have the authority and organizational freedom, perform the following tasks:

- Promote actions to prevent the occurrence of service Non-Conformities.
- Identify and record problems related to quality, environment and safety management and anti-corruption.
- Initiate, propose and deliver solutions through established channels.
- Check the implementation of the solutions.



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