
POLICY FOR QUALITY, ENVIRONMENT, OCCUPATIONAL HEALTH AND SAFETY, ANTI-CORRUPTION AND ETHICS

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

The policy for quality, environment, health and safety, anti-corruption and ethics is the global commitment that Fidente S.p.A. makes to its stakeholders following a detailed analysis of its organisational context and the risks and opportunities in quality, health and safety and environment that the organisation faces. To fulfil this commitment, an IMS has been implemented in accordance with the standards UNI EN ISO 9001:2015, UNI EN ISO 14001:2015, UNI EN ISO 45001:2018 e 37001:2016, SA 8000:2014.

Fidente S.p.A. aims to consolidate and develop its market share, characterising itself as a company providing a high quality and professional service through highly qualified personnel who represent a reference point of high added value for the customer.

The general guideline that governs and oversees the Integrated Quality, Environment, Health, Safety, Anti-Corruption and Ethics Policy is the satisfaction of stakeholders, a commitment to environmental protection and occupational health and safety, a commitment to eliminating hazards and reducing risks to the environment and workers' health and safety, and compliance with mandatory requirements as well as in personnel management and service delivery with a view to continuous improvement and reduction of risks associated with the activity.

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

- The management and improvement of the Integrated Management System for Quality, Safety, Environment and Ethics in compliance with standards UNI EN ISO 9001, UNI EN ISO 14001, UNI ISO 45001, UNI ISO 37001:16, SA8000
- The Organisation Model D.Lgs. 231/01;
- Respect for environmental protection and prevention of pollution in the activities and services performed;
- A commitment to ensure safe and healthy working conditions for the prevention of accidents, including occupational accidents and illnesses;
- The pursuit and consolidation of Customer Satisfaction.

With this Policy, the Management, in the figure of the Sole Administrator, communicates to the inside and outside of the Organisation the intention to systematically operate with efficient and transparent methods in order to guarantee a socially and economically sustainable Integrated Management System and its continuous improvement. In questo senso la Direzione prevede e traccia per l'Organizzazione i seguenti impegni ed indirizzi:

- Consolidation and continuous improvement of the Integrated Management System for Quality, Safety, Environment, Anti-Corruption and Ethics in line with the indications of the Interested Parties (employees, collaborators, suppliers, service users, social context, etc.);
- Keeping track of applicable legislation and paying attention to changes in the social, cultural and economic context in which the organisation operates;
- Constant commitment to meeting all the requirements of the Management Systems adopted;
- Constant efforts to encourage bona fide suspicious reports without fear of retaliation;
- Corruptive actions are prohibited;
- Constant commitment to the continuous improvement of the company's anti-corruption system;
- Commitments made for the continuous improvement of the adopted Management Systems are identified and periodically reassessed within the Management Review;

-
- Authority and independence of the anti-corruption compliance function have been identified
 - It must be appropriate to the business purposes and principles of the systems adopted;
 - It must provide a framework that can establish, review and achieve objectives to prevent corruption;
 - It must be a guarantee for the customer with respect to the quality standards expected for the services provided;
 - It must pursue Customer Satisfaction;
 - It provides for the monitoring and measurement of Customer Satisfaction and the effectiveness of the system's business processes;
 - Favours the use of suppliers who can offer products and services that are more compatible with environmental and safety objectives;
 - Implementation of compliance with applicable national and international legislative requirements, commitments entered into with interested parties and standards taken as a reference for the system;
 - Implementation of analysis and evaluation of the indications deriving from the Interested Parties, in order to establish open and constructive dialogue for the identification of mutually satisfactory intentions and objectives;
 - Implementation of maintaining an effective internal and external communication system;
 - Implementation of the promotion towards personnel on the awareness of the importance of the activities carried out for the effectiveness of the Integrated Management System for Quality, Safety and Environment, Anti-Corruption and Ethics;
 - Continuous implementation through training of the consolidation of knowledge on the reference standards in order to encourage internal participation and improvement;
 - Continuous improvement of the integrated management system at all locations where the organisation is present;
 - Maintaining the commitment to carry out periodic Management System Reviews in order to assess its adequacy and effectiveness over time and opportunities for improvement;
 - Increasing the level of competitiveness in the market and maintaining a high level of reliability and quality of services provided, in full compliance with legal, environmental, safety, quality and ethical requirements;
 - Constant awareness-raising of their staff about their role and responsibility in the field of environmental and ethical safety;
 - Promotion of employee participation and consultation, including through their representatives;
 - Pursue constant management and control of the prevention of administrative liability of internal bodies for offences against the public administration;
 - Prohibition of giving gifts in any form to customers.

This policy is the framework for continuous improvement and the achievement of identified objectives.

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

The persons in charge have the authority and organisational freedom to perform the following tasks:

- Promote actions to prevent the occurrence of Service Non-Compliance;
- Identify and record issues related to Quality, Environmental and Safety management, Anti-corruption and Ethics.
- Initiate, propose and provide solutions through established channels;
- Verify the implementation of solutions.

Genova, 1 Giugno 2024

FIDENTE S.p.A.
Marcello Mirabelli
Legale Rappresentante