

## QUALITY, SAFETY, AND ENVIRONMENTAL POLICY

SITIE is well aware that a responsible economic strategy that is attentive to the health and safety of the workers, the environment and quality, also **in compliance with the guidelines identified in the 10 principles of the United Nations**, is essential for safeguarding the needs and health of all persons, inside and outside of the organisation itself, that are concerned with the business of the Company.

SITIE acknowledges that continuous improvements in its performance in the areas of health and safety of workers, of the environment and of quality leads to significant commercial and economic advantages while at the same time meeting the needs for progress in the segment in which it operates. To this end, it monitors the **analysis of the context**, including the nature, size, significant variations of the processes and / or plants.

With the drafting of this document, the General Management intends to make explicit the procedures for guaranteeing to the Company:

- **to constantly pursue by the most suitable means for compliance of its System with the content and requirements of the Standards ISO 9001, ISO 14001, ISO 45001, VCA/SCC-P**
- **the ability to supply products and services that meet the requirements of the Customer and of the Law;**
- **the tools to identify and face risks and opportunities associated with its context and its objectives;**
- **a continuous and constant improvement of its own performances.**

SITIE commits itself to strictly comply in substance and in spirit with the legal requirements and regulations and any other requirements applicable to its business in relation to the quality of the services, the protection of the environment and health and safety in the workplace, adhering to standards, where there are no laws or regulations, driven by a sense of responsibility while ensuring all necessary modifications and periodic reviews are made to the System to ensure that the Company policies remain constantly appropriate;

This Policy is based on the following fundamental points:

### Customer satisfaction

SITIE depends on its Customers, so it must understand their present and future needs, comply with their requirements and measure and exceed their own expectations. Therefore, it remains fundamental:

- identify and understand the needs and expectations of the customer
- make sure that their goals and targets are consistent with the Client's expectations
- transmit and incorporate these principles at all levels of the company
- measure customer satisfaction and act accordingly
- provide products and services that meet the contractual requirements and that comply with the applicable Standards and Laws, consequently adapt to the implementation of the continuous evolution of the sector
- always guarantee flexible and fast answers based on the opportunities offered by the market
- systematically guarantee relations with the customer, in order to create greater loyalty

SITIE intends to rationalise and analyse all the company processes, both at the main place of business (the factory) as well as at the sites, that have a relevant impact on the quality, reliability and safety of products and services from the point of view of customer satisfaction and in relation to the development the company's presence in new markets and consolidation in its traditional markets;

### Staff involvement and satisfaction

The Management believes that all personnel employed in the organization constitute the essence of the company and its full involvement contributes decisively to the achievement of increasingly ambitious objectives. Therefore, all staff is required to:

- understand the importance of his contribution and his role within the Company
- openly discuss problems and situations relevant to their duties
- freely share previous knowledge and experience with other company functions
- actively seek opportunities to develop their skills and knowledge
- evaluate its performance against the company objectives and targets
- have the awareness of having a customer/supplier relationship with other colleagues
- contribute to continuous improvement
- feel proud to be an active part of SITIE

SITIE ensures that there are available resources, financial means and the proper skills for the proper working of the System; that there are clearly defined tasks and responsibilities for the personnel at every level) of the organisation and that the personnel itself is made duly aware of the developments in company objectives and are involved in their pursuance, being suitably educated, trained and practiced for the tasks in hand.

### Relationship of mutual benefit with suppliers, with the community and the interested parties

The relationship of interdependence with its suppliers is of fundamental importance in business strategies. SITIE is convinced that this relationship leads to mutual benefit, improving for both the ability to create value. Therefore, SITIE aims to:

- identify and select their main suppliers according to specific and objective criteria
- establish clear and open partnerships
- share experiences and resources with its partners
- establish relationships capable of balancing short-term gains with long-term logic
- identify joint activities for development and improvement

For the activities carried out and the services rendered, it is crucial to maintain relations with the community in general and the bodies responsible for controls. In order to consolidate this position, the company organization fits among its objectives:

- limit the inconvenience in the management of operating sites
- clearly indicate and delimit the construction site areas to prevent any accidents
- safeguard and respect the environment by using, when possible, products with low environmental impact
- make available to the community its know-how, acquired over many years of operation

SITIE Policy aims to maintain an open and constructive attitude in relation to the public, to the Customers, to the Suppliers, to the Authorities and towards all Interested Parties.

### Prevention of injuries, pollution and environmental damage

SITIE is constantly committed to:

- ensure high levels of protection of the person and the environment through the prevention of accidents at the workplace and industrial diseases for all the employees, subcontractors and third parties that may be concerned in the activities of the Company, identifying hazards and eliminating, minimizing or controlling all the risks and adopting and applying procedures to identify foreseeable emergencies by systematic analysis and preparation in order to cope with such eventualities
- supply work equipment that is fit for purpose, that is correctly used and is managed properly through a planned programme of checks and preventive maintenance
- prevent all material damage and further best practices as regards their prevention; to guarantee the safety of those that work in the neighbourhood of the services, to look after the utilities, at everyone's responsibility;
- ensure the prevention of pollution through intervention designed to improve the technological, structural, organisational and training systems, while involving the workers and their representatives through preventive management and a global approach to risk factors
- identify, document and check the environmental aspects arising directly from its activities, choosing with care the products and the substances involved and checking the processes, the emission of pollutants connected to these and the consumption of natural resources while fostering the use of renewable sources, favouring the recycling of waste and also exercising, where possible, checks on indirect environmental aspects for any environmental damage
- reduce the environmental impact of all each stage, from design through to installation and maintenance, and to put measures into effect that continuously reduce environmental impact while checking and showing not only compliance with relevant regulations but also achieving good performance as regards quality, safety and the environment
- consider the concept of safety and environmental protection above all as prevention and not only as the implementation of corrective measures
- apply suitable methods of checks and auditing of operational assets and activities, seeking suitable solutions to meet the objectives already referred to and to lay down a system for the reporting and the management of problems relating to Quality, Safety and the Environment

### Top Management satisfactions

The management commits itself to guarantee the Company a continuous improvement also in terms of financial statement reading. In order to achieve the expected aims set out in the periodic Re-examinations, the Management commits itself so that:

- this policy is understood at all company levels
- its adequacy is constantly monitored and if necessary, it is revised and/or modified according to the events that occur
- it is adequate to other company strategies
- personnel is required to have the necessary resources and to be adequately trained to the assigned tasks. Said personnel is also free to act responsibly.
- the contributions provided by the personnel and the achieved improvements are recognized
- the infrastructures are adequate
- to constantly carry out an analyse of all processes in order to identify the risks and the opportunities
- to make sure that the objectives of each individual processes interact between them by eliminating any potential barrier
- to work in an interfunctional way so that an efficient and effective system is perceived inside and outside the company
- the image of SITIE is always guaranteed

In order to achieve these declared aims there shall be continuous monitoring involving the quantification and the introduction of parameters to verify that the stated aims have been achieved (effectiveness) and that the System itself is efficient (financial viability and fit to eliminate non-compliant events). All management is required to have **effective leadership** which ensures that all managers, employees and contractors are aware of the commitments made, are trained and motivated regarding their responsibilities.

This policy is evaluated and eventually reviewed every three years and it is communicated to all those who work for SITIE or on its behalf. It is available to the public, to all interested parties as appropriate and to anyone who requests it.

Chairman of the Board of Directors

