

COMPANY QUALITY POLICY

Our daily work is based on a commitment to promote a continuous improvement of the products, services and activities that means all business processes through the identification, monitoring and periodic review of relevant external and internal factors, stakeholders and their respective needs, risks and opportunities and their management to provide support to the Organization in protecting valuable business assets.

For the continuous improvement of business performance, we are committed:

- so that all activities are carried out and continuously improved in compliance with the Customers' requirements and all applicable requirements;
- to operate in compliance with all laws, rules and regulations by systematically applying and improving the Quality Management System and business processes;

We adhere to the following criteria in setting business performance improvement goals:

- continuous monitoring of business activities with special reference to the compliance of product requirements considering the needs and expectations of all stakeholders;
- promotion of involvement, awareness and info-training on "customer satisfaction," product compliance, improvement of the Management System and all Business Processes;
- promotion and maintenance of a relationship of maximum cooperation and transparency with workers, customers, suppliers, the community and institutions;
- improvement of the product and service offered in order to increase Customer satisfaction.

In order to achieve the set Goals, the following indicators are measured in the Systems Review stages:

- Customer complaints trend and "Customer satisfaction" trend;
- product/process Nonconformity trend;
- trend of specific indicators of business processes;
- trend of Internal Audit results;
- Supplier Performance trend.

Numerical targets are set on the Improvement Plans issued in the Management System Review stages, which contain measurement criteria, necessary resources, development time schedule and which are disclosed to all people involved.

CORPORATE SOCIAL RESPONSIBILITY, ETHICS, ENVIRONMENTAL AND HEALTH AND SAFETY POLICY

EMMERRE s.r.l. adopts responsible and sustainable conduct and behaviour in compliance with all applicable legal requirements. To this end, EMMERRE s.r.l.'s Quality Policy is enriched and complemented by the corporate social, ethical, environmental and health and safety responsibility policies described below:

Human rights and working conditions

- Ensure strict respect for human rights and treat employees fairly in relation to wages, working hours, benefits including listening to workers and their needs
- Do not resort to the use of child labor (age below legal limits) and protect child labor

- Not to make use of forced or compulsory labour under any circumstances
- Ensure freedom of association and collective bargaining
- Ensure that no discrimination or harassment is implemented in the workplace
- Comply with all applicable laws, regulations and contracts regarding respect for human rights and working conditions

Business Ethics

- Adopt principles of business ethics in terms of integrity, honesty and fairness as stated in the Code of Business Ethics of EMMERRE s.r.l.
- Prevent and counteract the phenomena of corruption, extortion and bribery
- Protect the privacy of workers and all stakeholders. Employ data and information exclusively for the intended purpose while respecting the privacy of all persons, treating each person with respect regardless of gender, skin color and religious beliefs, not tolerating any discrimination
- Making available, making public and providing to government agencies financial records that disclose complete, precise, accurate and timely data and information
- Not engage in antitrust activities (e.g., agreements to fix prices, boycott specific suppliers or customers, exchange sensitive competitive information, restrict the production or sale of products, engage in dishonest business practices, etc.) and generally observe rules that ensure fair competition
- Work together for the common good by avoiding making decisions based on self-interest by avoiding any kind of conflict of interest, actual, potential or even apparent
- Avoid employing or making use of counterfeit products or materials and respect intellectual property
- Exercising export control and sanctions applicable to trade involving restricted countries, companies or individuals
- Comply with all laws, regulations and contracts applicable to business ethics

Environment

- Promote corporate technological innovation including for the purpose of reducing atmospheric emissions of greenhouse gases and improving energy efficiency by resorting, if and to the extent possible, to the use of energy from renewable sources
- Take all necessary precautions to reduce water consumption and contain air pollution
- Manage the separate collection of waste by taking measures to limit the use of non-reusable packaging
- Comply with all laws and regulations applicable to the protection and preservation of the environment

Occupational Health and Safety

- Ensure the protection of the health and safety of workers and other interested parties by assessing all risks and taking all necessary preventive and protective measures to eliminate or minimize risks
- Train and inform all personnel on the risks present in the workplace and the measures and behaviours to be adopted to work safely
- Ensuring the provision of the necessary preventive and protective equipment
- Arrange workplaces in accordance with the principles of ergonomics at work
- Ensure that all machinery and equipment comply with applicable safety requirements by ensuring their maintenance through appropriate maintenance activities
- Reduce the use of chemicals as much as possible, assess their hazardousness before purchase, carefully manage their use in compliance with the requirements of safety data sheets by taking the necessary precautions and protective measures and suitable protective and protective equipment
- Prepare, test and maintain the necessary fire prevention and firefighting equipment
- Prepare suitable emergency plans and carry out drills aimed at preparing for emergency response
- Comply with all laws, regulations and contracts applicable to the protection of occupational health and safety

EMMERRE

spare parts for trucks and trailers



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Reporting and protecting against retaliation

- Sensitize workers to report any discrimination, violations, abnormal treatment or behaviour, suspicious phenomena without fear of retaliation
- Pursue any violation or attempted violation by any person belonging to the company in accordance with the national labour contract and applicable laws

Company policies are disseminated to all personnel of the Organization and made available to all interested parties through publication on the company website.