

## Integrated Policy Quality, Environment, Energy, Safety at work, Information security, Information technology service management, Business continuity, Prevention of corruption

The company N&C S.R.L. confirming its commitment to the continuous improvement of its business processes and considering innovation in every sector as a strategic success factor, is committed to applying and continuously improving an Integrated Quality, Environment, Safety and Energy Management System, compliant with the international standards UNI EN ISO 9001: 2015, UNI EN ISO 14001: 2015, UNI CEI EN ISO 50001:2018 and UNI ISO 45001, an Integrated Management System for Information Security, Service Management and Business Continuity, compliant with the international standards UNI CEI EN ISO/IEC 27001:2017, ISO/IEC 20000-1:2018, UNI EN ISO 22301:2014, a management system for the prevention of corruption, compliant with the UNI ISO 37001:2016 standard. The organization has also obtained the UNI 11799 certification which specifies the requirements of the design, installation, configuration, regulation, programming and technical verification service of the integration services of audio video systems and control.

These management systems are aimed at pursuing the following objectives, strategic guidelines and commitments:

### COMMON ELEMENTS

- Meet the expectations of customers, employees and territory through a process of continuous improvement in which every person who works for the company participates;
- Comply with the relevant laws and regulations and current legislation and operate in full compliance with what is the jurisprudence, regulations and directives both national and Community, both in relation to energy management, the quality of products and services, and in order to implement methodologies, interventions and adaptations aimed at reducing accidents, occupational diseases, environmental protection, the guarantee of information security, the management of information technologies, business continuity, the prevention of corruption and related indices;
- Define the internal and external factors that affect the aspects explained by the aforementioned rules and periodically review them according to needs;
- Define the stakeholders and their needs and expectations, in order to determine the compliance obligations for the management systems implemented within the organization;
- Formulate objectives for continuous improvement of the performance of the implemented management systems;
- Promote training, information and awareness-raising activities, involving all company staff, making them aware of their individual obligations and the importance of each of their individual actions for the achievement of the expected results and their responsibility regarding the aspects inherent in the various management systems;
- Communicate with interested parties and involve them, activating appropriate communication channels within the company, aimed at ensuring a continuous and fruitful exchange with all staff and externally;
- Encourage suppliers to adopt adequate quality, environment, energy, occupational safety, information security, information technology management, business continuity, corruption prevention;
- Perform internal audits and management review activities with defined frequency, aimed at verifying this policy, the objectives, the management systems implemented, verifying their consistency, adequacy and appropriateness.

### 14001

- Prevent pollution, reduce waste and resource consumption;
- Evaluate the environmental aspects of products and production activities and adopt management procedures such as to minimize any significant negative environmental impact;
- Assess in advance the risks to which personnel are exposed for what is in place and for each new activity and / or process, in order to adopt solutions that can prevent environmental impacts.

### 45001

- Identify the dangers deriving from the different processes in their own processes;
- Assess in advance the risks to which the staff is exposed for what is in place and for each new activity and / or process, in order to adopt solutions able to prevent injuries, accidents and occupational diseases;

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**20000-1**

- Assess risks and opportunities through a commitment to meet the requirements of the service;
- Ensure the availability of information in the management of the service and prevent accidents, malfunctions or interruptions through efficient prevention, communication and reaction systems.
- Allow an adequate management of service levels according to what has been agreed with the customer;
- Ensure appropriate policies for managing the configuration, change and release of services.

**22301**

- Assess risks and opportunities through the integration of technical and organizational aspects to ensure business continuity;
- Ensure the availability of information and prevent accidents, malfunctions or interruptions that may have a significant impact on business continuity through efficient prevention, communication and response systems;
- Ensure business continuity and disaster recovery, through the application of established security procedures.

**27001**

- Ensure full knowledge of the information managed and the assessment of its criticality, in order to facilitate the implementation of adequate levels of protection;
- Ensure the confidentiality, integrity and availability of information and prevent accidents, malfunctions or interruptions through efficient prevention, communication and response systems;
- Ensure secure access to information, so as to prevent unauthorized or unauthorized processing without the necessary rights;
- Ensure that the organization and third parties that collaborate in the processing of information, have full awareness of security issues;
- Ensure that access to the offices and individual company premises takes place exclusively by authorized personnel, to guarantee the safety of the areas and assets present;
- Ensure compliance with the security commitments established in contracts with third parties;
- Ensure the detection of anomalous events, incidents and vulnerabilities of information systems in order to respect the security and availability of services and information.

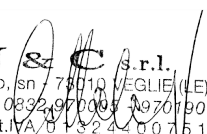
**37001**

- The absolute prohibition of carrying out behaviors that may be configured as corruption or attempted corruption;
- The activity of sensitization among business partners so that they adopt, in activities of specific competence, policies and actions for the prevention of corruption phenomena, respectful of the provisions of the law and consistent with the objectives of the organization;
- The awareness and training of its employees on the issues of prevention of corruption;
- The provision of ways of reporting suspicions in good faith, or on the basis of a reasonable belief, ensuring the anonymity of the reporters;
- The prosecution of any behavior that does not comply with the policy for the prevention of corruption with the application of the sanctioning system of the organization;
- The designation of a compliance function for the prevention of corruption, which is guaranteed full authority and independence in the office.

**50001**

- Improve its energy efficiency as well as optimize, reduce and control its energy uses and consumption;

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- Establish the EnB reference consumption as well as the EnPI energy performance indicators, monitoring the effectiveness of the actions implemented to achieve them;
- Define, implement and maintain an effective management system also for Energy in accordance with UNI CEI EN ISO 50001: 2018 integrated into the existing Management System;
- Ensure the supply of energy-efficient products and services;
- Support the design by taking into account the principles and techniques for the improvement of energy performance.

**9001**

- Certify the quality of the service and compliance with the requirements of the System through the availability and visibility of data records.

To achieve these objectives, the Management of N&C SRL provides all the necessary resources and undertakes to:

- Comply with current legal provisions and contractual regulations;
- Develop motivation and participation at all levels through information, communication, training and training processes and promote dialogue with stakeholders;
- Seek continuous performance improvement through the definition of documented procedures that include authorities and responsibilities for identification, documentation, evaluation, approval, prioritization, management, measurement and reporting on improvements;
- Constantly research the best available and economically viable technologies.

All the professional figures that are part of the structure, regardless of the specific responsibilities assigned, are decisive for the achievement of the defined objectives. The application of the respective Management Systems therefore involves all functions and requires the participation, commitment and effective interaction of all the staff of the organization.

The continuous growth of the service will have to be pursued through the regular review of the same, aimed at monitoring the pre-established objectives and recognizing any areas for improvement.

The Management undertakes to implement, support and periodically verify the above Policy, to disclose it to all people working for the company or on its behalf, to make it available to the public, to verify its degree of understanding and implementation and adequacy through the tools defined in the System Manual.

The Recipients are encouraged to report any violation of the Anti-Corruption System of which they have become aware, even indirect, in the course of their activity and reporting is guaranteed protection from any form of retaliation, discrimination or penalization, without prejudice to legal obligations.

Any employee or collaborator who does not act in accordance with this Policy will be subject to disciplinary sanction, commensurate with the seriousness of the violation made.

Any partner or supplier who does not act in accordance with this Policy will be subject to contractual disciplinary sanctions.

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