

# Integrated policy for Quality, Environment and Occupational Health and Safety

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| Class of Confidentiality | Public Document                                     |
| References               | UNI EN ISO 9001, UNI EN ISO 14001, UNI EN ISO 45001 |
| Approval                 | C. Filangieri, <i>Chief Executive Officer</i>       |

## 1 BACKGROUND

This document outlines the Integrated Policy for Quality, Environment and Occupational Health and Safety of Italtel S.p.A. (hereafter, also "**Italtel**" or the "**Company**"), and is the primary reference for the Company's integrated management model referred to the standards UNI EN ISO 9001, UNI EN ISO 14001, and UNI EN ISO 45001.

Italtel is the parent company of a multinational Information & Communication Technology Group dedicated to the design, development and implementation of innovative technology solutions aimed at Public Telephone operators, large companies and Public Administration bodies.

In this context, the Company operates according to criteria aimed at respecting the requirements requested by its Customers, sustainable development and health and safety conditions of its employees as well as all those who operate in the name and on behalf of the Company in order to propose itself as a point of reference for Customers, Market and all its stakeholders.

## 2 CORPORATE OBJECTIVES

Company Management is committed to pursuing continuous improvement objectives in relation to the following aspects, making human, instrumental and economic resources available:

- quality of services to be provided to Customers;
- environmental protection, attention to sustainability and to reduction of consumption of primary resources.
- safety and health of employees and all those who operate in the name and on behalf of the Company.

Italtel will apply the three management systems with the following purpose:

**"Design, manufacturing, installation and after-sales services of proprietary and multivendor TLC and IT products and solutions for public and private networks.**

**Advanced Professional Engineering Services and Network & System Integration Activities for Next Generation Telecommunications Networks"**

Italtel will adhere to the following principles and values expressed in operational guidelines that must constitute the daily way of working for everyone (Italtel personnel, suppliers, contractors, etc.), adopting the ESG (Environmental, Social, Governance) guidelines which the company has been pursuing for years.

### **Quality**

- ensure innovation, research and development, monitoring and testing in order to achieve the highest quality level of its services and the highest customer satisfaction level;
- develop innovative high-value solutions for communication between people and objects

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(Internet of Things – IoT) through interoperability between technologies and networks;

- constantly support customers by acting as a reference partner for their needs and expectations in all phases of the relationship: from marketing to sales, to the development of solutions, up to after-sales assistance;
- pursue the satisfaction of the expectations of all stakeholders (suppliers, customers, employees, shareholders, communities), through the quality of products, solutions and services and time and costs associated with the realization and delivery of them.

### ***Environment***

- provide products, services and solutions that offer the best performance by minimizing energy consumption during their use and GHG (greenhouse gas) emissions throughout the entire life cycle, ensuring environmental protection and health and safety of those who work on their realization, installation and use up to their disposal at the end of their life;
- minimize the consumption of resources, particularly non-renewable resources, as well as reduce the generation of waste, encouraging its safe and responsible recycling and disposal;
- promote commitment to environmental protection, including pollution prevention and other specific commitments relevant to the organization's context;
- promote initiatives aimed at reducing energy consumption and GHG emissions in company offices and activities, also using renewable energy sources, including SW development, integration and testing activities.

### ***Health and safety***

- promote adequate information towards employees as well as provide for involvement and consultation, to improve training, awareness and knowledge on environmental and health and safety aspects;
- create continuously safer and healthier working conditions through elimination of dangers, prevention of workplace accidents and reduction of risks.

### ***QHSE (Quality, Health, Safety, Environment) integrated management system***

- comply with content and principles of environmental, protection and health, safety and hygiene laws applicable to activities, products and services;
- train personnel to intervene in irregular and emergency conditions in order to minimize any environmental, health and safety consequences;
- pursue continuous improvement of integrated management system, including periodically risk evaluation and setting targets for their reduction, in accordance with business development plans;
- promote a transparent and collaborative relationship with public, private, and local stakeholders and communities according to Company principles and values;
- establish an organizational structure suitable for the development and periodic review of the integrated management system and its continuous improvement;
- monitor and measure business processes in order to assess their performance and identify

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- actions to improve their effectiveness and efficiency;
  - ensure equal treatment and protection for all employees and all individuals who operate in the name and on behalf of the Company, guaranteeing the absence of any prejudice and discrimination related to differences in age, gender, ethnicity, skin color, sexual orientation, religion, nationality, political opinion, union affiliation, marital status, health status and any other social condition or personal characteristic;
  - raise awareness and inform all employees and collaborators of suppliers and external entities on the need to comply with the environmental protection, health, safety and hygiene regulations applicable to the activities carried out at Italtel and guarantee, at the same time, the highest quality level of products and services to Customers.

The above general objectives will be periodically reviewed to ensure continuously their suitability, adequacy and effectiveness.

### **3 Management commitments**

In pursuing the above objectives, Italtel management is committed to:

- contribute with its own behavior to compliance with principles of environmental protection and occupational health and safety;
- communicate this Policy internally as well as to all those who work for the Company or on its behalf, making sure that they share its behaviors in order to ensure awareness of their respective obligations;
- support employees so that they become aware of the importance of their work and the quality of the results obtained;
- make this Policy available both inside and outside the Company;
- commit to applying this Policy and continuously verify its adequacy, reviewing it periodically and keeping informed all stakeholders regarding its evolution;
- operate by ensuring the absence of any discrimination;
- adopt organizational models that allow each person to find adequate conditions in work and private life balance.

**All employees are required to understand this Policy and to comply with and apply the guidelines contained therein.**

Italtel S.p.A.  
*Chief Executive Officer*  
Carlo Filangieri