

The company policy of **MAR.GA. SERVICES** represents the set of values and principles defined by the Top Management that constitute the fundamental reference framework for identifying corporate objectives and guiding the Company towards success.

MAR.GA. SERVICES S.r.l., which operates in a highly competitive business environment, must comply with a wide range of requirements and specifications, responding to customer needs with the aim of providing the highest possible level of satisfaction through appropriate technical solutions in line with technological development.

In fulfilling its mission, through the achievement of defined, planned, shared/communicated and periodically reviewed objectives, **MAR.GA. SERVICES** bases its actions on some fundamental values and principles:

1. CUSTOMER FOCUS

- **MAR.GA. SERVICES** focuses its attention on customer loyalty by ensuring products and services that aim to exceed expectations, while constantly monitoring customer satisfaction.

2. MARKET ORIENTATION

- **MAR.GA. SERVICES** aims to offer the market products and services that ensure long-term business results.
- **MAR.GA. SERVICES** encourages the development of new products, new value-added services and new markets

3. PROCESS MANAGEMENT

- **MAR.GA. SERVICES** aims to control business processes and improve their efficiency through the use of adequate resources and integrated systems.
- It is considered essential that all procedures included in the Integrated System are followed to ensure the successful outcome of each process
- **MAR.GA. SERVICES** has a strong focus on process automation and on the measurement of effectiveness through performance indicators.

4. INNOVATION AND SKILLS DEVELOPMENT

- **MAR.GA. SERVICES** pays close attention to market requirements and provides structured solutions through high-level expertise.
- **MAR.GA. SERVICES** invests in research and development, involving its staff and, when necessary, external professionals, to identify increasingly innovative and high-performing products and services
- **MAR.GA. SERVICES** promotes Human Resources development by seeking necessary skills and investing in the professional growth of qualified collaborators capable of working autonomously and responsibly.

5. HEALTH, SAFETY AND ENVIRONMENT

- **MAR.GA. SERVICES** ensures compliance with applicable regulatory requirements, also through periodic internal audits
- Safeguarding workers' health, preventing accidents, and constantly improving workplace conditions are considered essential objectives.
- **MAR.GA. SERVICES** is committed to eliminating hazards and reducing OSH risks
- Operational activities are designed with constant focus on reducing—and where possible eliminating—environmental impact.
- The company ensures consultation and active participation of workers (including their representatives) in developing the system and its principles.
- **MAR.GA. SERVICES** undertakes to maintain open and collaborative dialogue with all stakeholders to ensure transparency
- **MAR.GA. SERVICES** is committed to ensuring maximum compliance with environmental legislation

This document should be maintained as documented information. This policy must be communicated within the Organization and displayed in the place where the company activities are carried out and is available in copy for anyone who requests it.

- Full compliance with environmental legislation and other applicable requirements is guaranteed through systematic access, identification, assessment, and monitoring of new provisions.
- A commitment to continuous improvement in environmental performance is maintained
- Environmental management results are improved year after year by monitoring and reducing environmental impacts through an Environmental Management System, including preventive assessment of environmental aspects for all activities, and by adopting the most environmentally friendly operational solutions possible.
- Pollution prevention, elimination or, where not possible, reduction, along with reduced consumption of natural resources, is pursued, taking into account the best economically feasible technologies.
- Specific commitments include:
 - Monitoring and, where possible, reducing air emissions from both fixed and mobile sources used in daily operations;
 - Controlling waste and wastewater generation and disposal, aiming to reduce their volume and hazardousness;
 - Analyzing and optimizing energy and water consumption;
 - Promoting environmentally responsible practices among customers.
- **MAR.GA. SERVICES** promotes environmental awareness and responsibility at all levels through appropriate information, training, and education initiatives.
- The company collaborates with all stakeholders and complies with territorial governance policies to foster dialogue, transparency, and participation, contributing in line with its role and responsibilities

6. CODE OF ETHICS

- **MAR.GA. SERVICES** adopts a Code of Ethics to which all parties must comply with, both in internal and external relations

7. MANAGEMENT CRITERIA

- **MAR.GA. SERVICES** promotes a managerial mindset focused on defining objectives that maximize the cost/benefit ratio, by sharing available resources and improving analysis, planning and control tools.

Top Management periodically verifies that this policy is appropriate to the company's purposes and context, implemented and shared at all levels of the organization, while setting objectives for continuous improvement.

Top Management, fully aware that the responsibility for achieving these goals lies primarily with them, also recognize that only through the contribution of all company resources, via sharing, participation, involvement and above all awareness of the responsibility, the results can be achieved to remain competitive in an increasingly demanding market and to look confidently toward the future.

Limbiate, 30.04.2024

Description	Responsible	Signature
Approval Company Representative	Massimo Viatore	
Approval Directorate-General	Marco Brusoni	
Preparation and Verification Resp. Management System	Marco Brusoni	
Consultation and Verification RLS	Vittorio Bedin	

OUR ALCOHOL AND DRUG ADDICTION POLICY

As part of its commitment to promoting and ensuring a safe and healthy working environment for all employees and contractors, and with their involvement, the company places great importance on addressing issues related to the possible use and/or abuse of alcoholic beverages and narcotic and psychotropic substances. For this reason, the company adopts the following alcohol and drug abuse policy:

- it is forbidden to introduce, distribute and consume alcoholic beverages, narcotics and psychotropic substances;
- Continuous training and information are required, with the involvement of experts, on the effects of alcohol and drug use, even occasional or in small amounts, especially before work activities, focusing on the impact on psychophysical balance, judgment in potentially dangerous situations, and short-term reactions.;
- The company has the duty to conduct mandatory controls under current legislation for “safety-sensitive” roles, and employees in such roles are obliged to undergo these tests, which will be carried out with full respect for their dignity and privacy rights;
- The company promotes the belief that addiction to alcohol and narcotic or psychotropic substances is a treatable condition, for example, through rehabilitation and recovery programs;

Employees who believe they may be dependent on alcohol and/or drugs are encouraged to seek medical advice, including from the company’s Occupational Doctor, and undergo appropriate therapeutic treatment without delay—especially before their condition may negatively affect their work performance, endangering their own safety, that of colleagues, or third parties.

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