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COMPANY POLICY OF THE COOPERATIVE

In line with its corporate mission, La Nuova Cooperativa considers quality, environmental protection and the protection of the health and safety of its staff to be essential elements in maintaining and increasing its ability to meet the needs of both external stakeholders (such as customers and supervisory bodies) and internal stakeholders (such as workers), thereby pursuing the organisation's success in the market.

The Management is committed to:

- adapting its management systems to the UNI EN ISO 9001:2015, 14001:2015 and UNI EN ISO 45001:2023 standards;
- adopting and formalising a company policy for quality, the environment, health and safety;
- promoting a Code of Ethics that expresses the principles and values to which all persons must conform in the performance of company activities.

Objectives of the Integrated Management System

The Cooperative intends to pursue continuous improvement in its performance, involving all persons in the organisation to achieve the following objectives:

1. *Ensuring the satisfaction of the needs of all stakeholders.*
2. *Maintain constant attention to social requirements and the protection of health, safety and the environment.*
3. *Provide customers with effective, efficient and high-quality services.*
4. *Continuously improve the quality of its services.*
5. *Promote the employment of people belonging to vulnerable groups in the labour market.*
6. *Promote a corporate culture oriented towards legality, transparency, ethics, fairness and compliance with the rules.*

Service Provision Criteria

The Cooperative undertakes to comply with the following criteria in all its activities:

- **For members and workers:**
 - Promotion of crime prevention and compliance with the law.
 - Continuous compliance with regulations, including analysis of future updates on environmental, health and safety matters.
 - Prevention of air, water and soil pollution.
 - Implementation of actions to reduce energy consumption and lower risk thresholds.
- **For customers and clients:**
 - Compliance with legal and contractual requirements and signed agreements.
 - Maximum attention to satisfying the needs of customers and clients.
- **For suppliers:**
 - Research and selection of environmentally friendly products.
 - Relationships based on fairness and transparency.
- **For supervisory bodies:**
 - Performance of activities in compliance with regulatory requirements and the Code of Ethics.
 - Collaboration with authorities to ensure regulatory compliance and promote transparency.

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- **For social services:**

- Clear and transparent communication of activities and results.

- **For the cooperative movement:**

- Compliance with regulations and the Code of Ethics.
 - Commitment to crime prevention and compliance with the law.

Control Tools and Continuous Improvement

The effectiveness of the Company Policy is constantly monitored through:

- the analysis of complaints, non-conformities, accidents and near accidents;
- the periodic re-evaluation of documents relating to the environment, quality and safety;
- the results of internal audits;
- feedback from customers and stakeholders.

The Management sets annual objectives and targets for continuous improvement, which are shared with all staff through specific meetings and dedicated communications.

Dissemination of the Company Policy

The Company Policy is made available to all interested parties, both internal and external, upon request. It is also published on the Cooperative's website and included in the social report.

The Chairperson

