

## 1.4 [FD4.1] Mission Statement

ROIATTI SRL core values and goals are the following:

- Achieve Customer Satisfaction
- Offer top quality in a commercial, ecological & innovative way
- Continuously improve and adapt to the needs and demands of the market in a beneficial & profitable manner
- Achieve Social/Governance/Environmental Sustainability as pillars of our Corporate Responsibility:
  - respect for the health, safety and wellbeing of all employees, customers and all parties involved
  - protection of individuals' rights and dignity
  - constant improvement of the work environment, and of a safe and healthy context
  - attention to diversity, equity and inclusion
  - Careful approach to reduce and prevent pollution
  - Respect for the environment and the animals
  - Procedures to lessen the environmental impact
  - Promotion of recycling
  - Active engagement of all personnel in all our processes through training, awareness and consultation for the achievement of our company objectives
- Perform working assignments with professionalism, responsibility, and with the aim to constantly improve the quality of service with new investments when needed and considering each individual's experience

Management will ensure that for all functions to be performed, the best suited personnel is assigned and trained and that the necessary tools are available so that the system can function efficiently.

## 1.5 [FD4.1] Quality, Health, Environment and Safety Policy (QHSE Policy)

### 1.5.1 [FD4.1] Quality Policy Statement (Q)

Along with all other responsibilities, Quality is of paramount importance to ROIATTI s.r.l.

ROIATTI s.r.l. is committed to having and maintaining a Quality Management System to ensure customer satisfaction with consistent quality, in accordance with its mission.

This Quality Statement is supported by the following commitments:

- All ROIATTI srl staff are responsible for the implementation and maintenance of quality procedures within the limits of the guidelines issued by the Quality Management
- Employees and collaborators are the company's greatest asset. Our aim is to take on the excellence of the sector and further improve it through continuous training making it an integral part of our organization, motivated and reliable, in a stimulating and healthy environment

ROIATTI s.r.l. meets the needs and expectations of its customers:

1. Anticipating and fulfilling applicable legal and regulatory requirements.
2. Anticipating and meeting customer needs through constant interaction.
3. Collaborating with its suppliers, co-suppliers and third parties

ROIATTI SRL always aims at achieving the following quality objectives and expects from its processes, procedures and staff:

- Customer Satisfaction
- Continuous improvement
- Compliance with the binding law as summarized in the dedicated file ("[Annex 09 - Scadenziario](#)") constantly monitored and updated
- respect of this Quality Manual and of all procedures on quality, safety and privacy (GDPR)
- respect and implementation of FAIM Requirements
- compliance with Anti-Bribery and Anti-Trust Charters
- developing business/interactions with FIDI Agents more and more
- spreading of FAIM/Quality/Safety awareness among our Providers / Suppliers / Customers
- correct invoicing
- timely and correct documentation
- handling shipments without creating damages or complaints
- correct weighing of shipments
- making sure risk analysis is constantly conducted to consider all potential risks and mitigate them in every aspect of the Company's structure and in its procedures (see Excel file [STRUTTURA SISTEMA INTEGRATO](#))
- taking immediate corrective actions when needed
- achieving our Company's Corporate Sustainability Programme (ESG – Environmental, Social and Governance)

Annually, Management reviews additional goals and objectives that should be added or removed by updating the dedicated Excel File ([STRUTTURA SISTEMA INTEGRATO](#)) that is constantly monitored and shared with the Team. Such Meetings are reported on the Minutes "[Riesame della Direzione](#)" and are available upon request.

## **1.5.2 [FD4.1] Health, Safety and Environment Policy (HSE)**

ROIATTI S.r.l. is also committed to safeguarding the health and safety of its employees, proposing and involving them in improvement projects aimed at reducing risks, accidents and injuries.

This HSE policy requires the commitment and personal contribution of all levels of management and all employees, and everyone is required to take responsibility for their own safety and contribute to the safety of colleagues, bearing in mind the following principles:

- Protecting the health and safety of people and the environment is always a priority, regardless of the urgency of a job, project or business interest.
- Employees have the obligation and ability to prevent accidents by staying focused on their work and being aware of their environment.
- No violations or non-compliance with HSE policy and procedures are tolerated
- All employees and collaborators are responsible for understanding and observing all regulations, obligations and procedures applicable to their own work requirements.

ROIATTI s.r.l. will conduct its activities in such a way as to systematically reduce the environmental impact and promote continuous improvement of the health and safety of employees, customers, contractors and the general public, while complying with all applicable laws and regulations and compliance obligations in all countries where we operate, by committing to:

- Continuously improve and train employees on HSE compliance through the continuous implementation of HSE management systems
- Integrate HSE interests throughout business and operational planning and decision making.
- Provide a work environment in which health, safety and wellbeing of employees, customers and communities are a primary consideration.
- Implement risk assessment systems for continuous improvement.
- Carry out its activities using materials, natural resources and energy efficiently, in accordance with the objectives and policies on Sustainability.
- Respond appropriately and promptly to any HSE incident and share the "lessons learned" with the entire team.
- Work proactively with legislators, regulators, suppliers, agents/distributors, stakeholder groups and other industry companies to develop and promote effective approaches to health, safety and environmental protection.
- Regularly communicate issues and results
- Periodically (at least once a year) review its assets and operating practices
- Employees who violate HSE policies, laws and/or regulations or managers/supervisors who fail to implement this policy will be subject to disciplinary action in accordance with applicable law

This integrated QHS policy is intended to be the reference framework for comparing and periodically reviewing objectives aimed at continuous improvement and is made available to the public by posting on the Company Bulletin Board and company website. This document is reviewed and possibly revised at least once a year, during the Management Review, or whenever the need arises.