

# ISCOT

**Integrated Business Management System**

**INTEGRATED QHSE and SA8000 POLICY**

Version 5.0 of 2 December 2024

Iscot Italia S.p.A. sole member - Registered office in Via Isonzo 22, 10141 Turin - [www.iscot.it](http://www.iscot.it)

VAT Number and Companies Register of Turin n. 09464770016 - R.E.A. 1054384

Share Capital of €2.000.000 fully paid.

## 1. INTRODUCTION

Iscot is committed to providing high-quality products and services in a safe and eco-sustainable manner, respecting the health and safety of its employees, customers, and the environment in which it operates.

To achieve this goal, Iscot is committed to:

- Comply with applicable regulations and laws on labor, quality, health, safety and the environment.
- Identify and assess the health, safety and environmental risks associated with their activities and take preventive and corrective measures to minimise them.
- Promote a culture of safety and health across all its departments by encouraging training and raising awareness among its employees.
- Provide its employees with the resources and equipment necessary to perform their work safely and in an eco-sustainable manner.
- Implement human capital development plans, contributing to the creation of a work environment marked by inclusiveness, gender equality and people empowerment through talent attraction, staff incentive and highly professionalizing training programs.
- Continuously monitor and improve its QHSE management system through the identification of objectives and performance indicators, measurement of performance, analysis of results, and implementation of corrective and preventive actions.
- Involve its suppliers and business partners in promoting a responsible approach to quality, health, safety, and the environment.

Iscot is committed to ensuring the communication and dissemination of this policy to all its employees, employees of controlled and affiliated companies, and anyone who may be involved in its activities.

Management is committed to providing the resources necessary to implement this QHSE policy and to making the QHSE management system documentation available to its employees and customers upon request.

## 2. HEALTH AND SAFETY POLICY

The management of Iscot and of each location within the group is committed, by providing human, instrumental, and financial resources, to pursuing the objectives of improving worker safety and health as an integral part of its operations and as a strategic commitment aligned with the company's broader goals.

Distributes this document to all company stakeholders and is committed to ensuring that:

- from the initial phase of defining new activities, or in the review of existing ones, safety aspects are considered essential components;
- all workers are trained, informed, and made aware to perform their tasks safely and to take on their responsibilities regarding Health and Safety at Work;
- all organizational levels (executives, supervisors, operation managers, unit managers, operational managers, back-office staff, workers, etc.) participate, according to their roles and responsibilities, in achieving the assigned workplace safety objectives;
- service delivery, the use and maintenance of machinery, plants, and equipment, the use of workspaces, the execution of operational methods, and organizational aspects are carried out in a manner that safeguards the health of workers, company assets, third parties, and the community in which the company operates;
- information about company risks is disseminated to all workers;
- training for them is conducted and updated with specific reference to the tasks performed;
- address emerging needs during work activities promptly, effectively and diligently;
- promote cooperation among various company resources, collaboration with business organizations, and with external bodies responsible;
- all applicable laws and regulations are to be adhered to, procedures are to be formulated, and company standards are to be followed;
- activities are to be managed with the aim of preventing accidents, injuries, and occupational diseases. This objective should guide the design,

operation, and maintenance, including cleaning operations for workspaces, machinery, and equipment.

### **3. ENVIRONMENTAL POLICY**

Sustainability is an integral part of Iscot Group's corporate culture, which is committed to continually improving its environmental impact by meeting the following requirements:

- Reduce the environmental impact of the organization's activities by adopting eco-sustainable practices and complying with environmental regulations.
- Promote the responsible use of natural resources, such as energy and water, by reducing waste and adopting low-environmental-impact technologies.
- Iscot recognizes the importance of water resources to the sustainability of the planet and the need to preserve them. While the company's operations are not directly related to the significant use of water resources or the production of water discharges, the company is committed at all of its operating locations to adopting practices aimed at reducing water consumption and continuously monitoring it.
- Iscot's activities do not generate direct impacts on biodiversity; however, the company acknowledges the importance of protecting ecosystems and biological diversity by promoting responsible practices to minimize any indirect impacts.
- Continuously improve the management of waste produced by the organization through reducing the amount of waste generated and recycling materials.
- Promote training and awareness among employees about the importance of environmental management and reducing the environmental impact of the organization's activities.
- Continuously monitor the organization's environmental performance through the analysis of environmental data and the implementation of corrective measures to improve processes.
- Adopt eco-friendly technologies and materials, such as through reducing the use of harmful chemicals. The company, in carrying out its operational activities, does not directly generate pollutants or industrial discharges. Any

implications related to pollutants are solely attributable to the indirect use of chemicals used in cleaning services, which can be classified into the main macrocategories of acidic and basic products.

- Collaborate with suppliers and partners to promote environmental management and the adoption of eco-sustainable practices.
- Ensure that the organization minimizes its environmental impacts and promotes sustainable practices within its supply chain.
- Maintain a consistently high level of compliance with environmental regulations and adopt preventive measures to avoid pollution and contamination.
- Regularly monitor and communicate the organization's environmental impacts to its stakeholders, such as customers, employees, and the local community.

## **4. QUALITY POLICY**

Iscot has established a service delivery model aimed at customer satisfaction and operational effectiveness within a framework of safety for its employees.

For this reason, the cornerstone of its business model is to provide a service of quality and excellence to its customers, and it is committed to:

- Continuously improve customer satisfaction by delivering high-quality services.
- Reduce errors and defects in service delivery processes with the aim of improving the quality of the products and services provided.
- Increase the efficiency of production processes while reducing waste and improving productivity.
- Improve internal and external communication to ensure timely and accurate information flow.
- Promote a culture of quality within the organization by involving all employees in the pursuit of quality and customer satisfaction.
- Improve the efficiency of the support service by promptly managing customer requests and swiftly resolving issues.

- Continuously monitor both incoming and outgoing performance in terms of service compliance and adopt corrective measures to improve results.
- Consistently maintain the organization's high reputation in the market through a policy of transparency and integrity.

## **5. CORPORATE SOCIAL RESPONSIBILITY POLICY**

Iscot applies the SA8000 standard within its business operations and establishes the requirements for a social responsibility management system through the respect and monitoring of the following objectives:

- Protection of workers' rights: Ensure that all workers in the organization are treated with dignity and respect, are free from discrimination and harassment, and enjoy safe and hygienic working conditions.
- Prohibition of child labor: Ensure that no form of child labor is present within the organization and promote this principle to all stakeholders.
- Do not use or even promote any form of forced or compulsory labor. Personnel shall perform their work within the terms and in compliance with the CCNL of reference and current regulations.
- Fair wages and benefits: Ensure that workers in the organization and its suppliers are fairly compensated for their work, including adequate wages and benefits.
- Working hours: Ensure that working hours are adequate and comply with labor regulations, and that workers have the right to rest and paid leave.
- Freedom of association and collective bargaining: Ensure that workers in the organization have the right to freely associate and engage in collective bargaining with the organization.
- Protection of workers' health and safety: Ensure that the organization provides a safe and healthy work environment and that workers are protected from health and safety hazards.
- Supply chain management: Ensure that the organization works with suppliers who adhere to the same social responsibility standards and collaborates with them to improve their performance in this area.

- Employee involvement: Engage the organization's employees in defining social responsibility goals and achieving them through training and active participation.
- Monitoring and evaluation: Regularly monitor and assess the organization's performance in social responsibility and take necessary corrective actions for continuous improvement.

All stakeholders can submit a report anonymously about the implementation of the SA 8000 standard through the whistleblowing platform on the website, or contact directly, the Social Performance Team (SPT) at Headquarters or at the e-mail address: [sa8000@iscot.it](mailto:sa8000@iscot.it).

For complaints and reports regarding corporate workplace management or non-compliance with the SA8000 standard, you can contact the Certification Body (ABS Group Ltd) or Accreditation Body (SAAS) directly at the following contacts:

- ABS Group Ltd: Calle Orense 34, 10th Floor Madrid 28020 (Spain); e-mail: [certification@abs-ge.com](mailto:certification@abs-ge.com); tel: +39 3473776139
- Social Accountability Accreditation Services (SAAS): 9 East 37th Street, 10th Floor - New York, NY 10016 (United States of America); e-mail: [saas@saasaccreditation.org](mailto:saas@saasaccreditation.org); tel: +1 (212)-391-2106.