

## Quality, Environment, Health, Safety policy

Quality, technical skills and services are the main means to compete in the market, and are fundamental elements of Fida's business strategy, whose goal is:

**"maximum customer satisfaction in accordance with its explicit and implicit expectations and needs, thanks to high quality products and services offered".**

Fida offer "Design, construction, supply, installation and assistance of metallic carpentry works, urban furnishings, fixed and variable signs, advertising and video communication systems. Service of setting up and furnishing of game rooms, instant and lotteries. Supply of equipment and ancillary services for the advanced management of user queues".

The cardinal principle of this policy is to ensure complete customer satisfaction through a systematic implementation of the Quality System that complies with the of **ISO 9001** requirements, with an aim of pursuing a continuous improvement of our service. Additionally, there are the **ISO 14001** and **ISO 45001** standards requirements dictated to which Fida has adhered to implementing an **Environmental Health and Safety Management System** that guarantees the commitment to protect the environment and prevent pollution caused by company activities, as well as the commitment to guarantee safe and healthy working places and conditions, thus preventing accidents and occupational diseases. The Management is aware that the principles to which it adheres cannot disregard the constant pursuit of compliance with the applicable legislation and with other requirements that may be defined. As a result of the above:

1. **Promoting the importance of following the principles and pursuing the scopes of the corporate management system:** this is expressed in the aim of making the entire organization more aware, at all levels, of what is established by the Credit Management System and the the importance of joining it in carrying out its activities; greater awareness is the way to implement effective worker consultation and participation processes.
2. **Fida takes the utmost account of Client expectations:** this means that we must all work by focusing our attention on satisfying their requests and interpreting their needs, so that the needs can be translated into products and services that are more and more responsive to the customer's expectations. Any requests regarding environmental and safety performance will also be carefully considered and evaluated as an opportunity to improve our products. The ability to work for customer satisfaction is measured by the number of complaints, costs, delays and through a constant dialogue with the customer. The Management will quantify the value of these indicators during the Quality System Review to make them relevant, appropriate, and commensurate with market conditions and customer expectations.
3. **Pursue the continuous improvement of our business process,** with increasing attention to individual processes both internally (incoming inspection, assembly, installation) and externally (outsourcing activities on site). Also, the "transversal" processes of Environmental Management in which Fida operates, as well as the Management of the Health and Safety of its workers, will be observed by the Management, monitored by specific goals and integrated with other business processes. The ability to continuously improve the system will be measured by verifying the achievement of the goals established and by evaluating the Benefit–cost ratio whose value will be established by the Management, in the review of the quality system together with other objectives identified as significant at the time of the review itself considering market situations and customer expectations.
4. **A greater responsibility and personal commitment from all of us to achieve the "Quality, Environment and Safety" goal** is the precise duty of each employee, to lay the foundation for the achievement of the objectives (related to processes and defined periodically in the management review). The Management, with the support of the Quality, Environment and Safety function, defines the useful indicators to monitor processes and business performance and controls them to ensure effective operation of its system of business management. It also undertakes to promote awareness to customers on the correct use and end of life of products and their packaging; towards its employees and suppliers in reducing energy consumption and atmospheric pollution and water.

### Sedi

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### Sede Legale

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### Fida srl

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CCIAA: Milano n. 2085947  
Registro AEE: IT17100000010045  
Registro Pile: IT20020P00006015



5. **Anti-corruption principles:** FIDA prohibits any form of corruption both towards public and private entities. The Management, the partners, its employees, collaborators and all the Stakeholders who operate on behalf of the Company undertake to respect the highest standards of integrity, honesty and correctness in all relationships inside and outside the Company in compliance with current regulations also on corruption applicable to our Company. The list of current anti-corruption regulations is available on the system server. None of the Recipients of this document must directly or indirectly accept, solicit, offer or pay sums of money or other benefits (including gifts, freebies exceeding company guidelines) even following illicit pressure from anyone (public or private). Members, employees and other recipients of this document are similarly prohibited from accepting gifts, gifts or other benefits that may compromise their independence of judgment. Commercial courtesy acts are permitted, provided that they are everyday gifts of modest value and cannot be interpreted as acts aimed at obtaining improper or illegitimate advantages. All internal and external staff working on behalf of FIDA must undertake to comply with internal anti-corruption procedures and this policy. In case of failure to comply with the above, the Management reserves the right to implement disciplinary practices or intervene directly in relations with external Stakeholders. Any person (the top management and members of the corporate bodies of the Company; all employees of the Company; partners, customers, suppliers, consultants, collaborators, members and, more generally, anyone in a business relationship interests with the Company) is aware of news regarding suspected conduct constituting corruption crime and/or crimes within the scope of Legislative Decree. 231 or not compliant with what is established by the internal procedures relevant for the purposes of the Corruption Prevention Model and by the external regulations applicable to the Company is obliged to make a specific report as described in the document describing the management of internal and external communications. Reports of suspicions made in good faith or on the basis of a reasonable and confidential belief are protected in compliance with the issues relating to privacy and protection of the reporter. Any form of retaliation, discrimination or penalization against those who report in good faith to the Supervisory Body and/or the Compliance Function for the prevention of corruption is prohibited. The Compliance Function for the prevention of corruption operates independently and has the authority to investigate and search for useful information to confirm conduct that constitutes a crime or that does not comply with the provisions of the Anti-Corruption Model. Situations of non-compliance based on the incorrect application of the Anti-Corruption System may be subject to disciplinary measures as reported in the Resource Management Procedure. The Management understand that employee collaboration is fundamental for the achievement of Corporate Goals, and, for this purpose, it has assigned specific tasks and responsibilities. Fida is committed to investing in education and training, to raise awareness among its employees regarding the importance of Quality, Environmental Protection and Health and Safety at Work.
6. **Gender equality:** FIDA, through the implementation of a Management System for Gender Equality compliant with UNI/PdR 125:2022, has started a process of cultural change within its Organization in order to achieve a more equal equality of type. FIDA believes in a culture based on respect and valorization of diversity of gender, age, origin, social, religious, political ideas, psychophysical abilities, identity and sexual orientation. FIDA is committed to applying human resources management and development practices that promote an inclusive culture of access to company roles and growth in the professional path, guaranteeing equal opportunities for all staff and promoting the strengthening of the female gender; to promote conditions for balancing work and personal life, suitable for the different phases of life and proactive in rebalancing family loads between men and women; to communicate transparently, internally and externally, its desire to pursue gender equality, enhance diversity and support the strengthening of the female gender to create a working environment that is inclusive, collaborative, supportive, transparent and open to listening to all the staff; to prevent, censor and combat stereotypes, discrimination, all forms of physical, verbal, digital abuse and aims to create a culture of diversity and inclusion; to gradually but rigorously reduce the differences in pay and career advancement that may have occurred in the long history of the Company

Brugherio, 09/11/2023

*The Management*

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