

ETHICAL CODE

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1. INTRODUCTION

1.1 SCOPE OF APPLICATION AND EFFECTIVENESS

This Ethical Code describes the principles that inspire the company in carrying out its business and its adoption expresses the desire to make the ethical principles of economic management concrete in daily business life.

The Code defines and recognizes the legal relevance and mandatory effectiveness of the principles and values to which owners, employees, collaborators and third parties with whom the company has relations must comply.

It is adopted as an essential element of the corporate strategy and organization.

The Code is brought to the attention of the Recipients through the methods deemed most appropriate by the company.

2. VALUES AND PRINCIPLES

2.1 THE VALUES

These are the values that the company adopts and which constitute the foundation of its culture:

Attention to People

Respect for human rights, physical, cultural and moral integrity of the employee and non-discrimination in work for reasons of sex, race, language, religion, political opinions, trade union membership, social and personal status and there is a commitment that people can express themselves without discrimination, offering equal opportunities to all, held account of the diversity of individuals.

A work environment attentive to health and well-being is guaranteed and a culture of maximum safety in the workplace is promoted in compliance with current legislation on the subject.

Attention to the customer

The assessment of customer needs, the comparison and understanding of their expectations allow us to offer a growing quality of service and to make the company's offer more targeted.

The search for innovation

The constant improvement of products and services is achieved through the enhancement of the experience acquired. The ability to seize the opportunities of progress and to anticipate innovative solutions is the engine of the development of the artisan enterprise.

The need to adopt ethical behaviors

Correctness, impartiality, loyalty, honesty, transparency are the fundamental values constantly and necessarily present in all the people who work in the company and characterize its actions.

The importance of informing both internal and external interlocutors in a transparent and direct manner is promptly achieved through the constant dissemination of clear, truthful and correct information.

2.2 PRINCIPLES

The company asks that each Recipient - in carrying out their functions - has a conduct inspired by correctness, impartiality, loyalty, honesty, transparency, in relation to the various social, economic, political and cultural contexts of reference.

The company carries out its business in full compliance with the laws and conducts its business, complying with / undertakes to:

- all applicable rules;
- manage, in a careful and timely manner, the risks that are assumed;
- recognize the fundamental importance of environmental issues and take them into account in every activity;
- promote good conduct in business, through the correct exchange of information that is useful or necessary for the proper performance of the business;
- promote transparency both internally and towards third parties with whom the artisan company comes into contact, while respecting the confidentiality of information;

- encourage cooperation with stakeholders.

3. THE RULES

3.1 GENERAL INTRODUCTION

The company, in carrying out its business, undertakes to respect the following parameters:

- compliance with current regulations on safety in the workplace (Legislative Decree 81/08) compliance with current regulations on environmental protection (Legislative Decree 152/06);
- clarity in the budgeting phase and fairness in advising the customer;
- execution of the commissioned works in a workmanlike manner and in compliance with the rules of professional and ethical correctness;
- performance of the interventions according to a high professional standard, guaranteed from the experience gained and the periodic participation in training courses and recognized professional updating;
- after-sales assistance.

3.2 OPERATING RULES

The company, in carrying out its business, undertakes to implement the following good practices:

3.2.1 Clarity and detail of the estimate

The estimates issued to the customer, in addition to indicating their duration, must include a precise description of the work to be performed and the materials to be used.

3.2.2 Price transparency

The prices must be determined, including in the estimate all the costs necessary for the execution of the work. The cost of the work to be carried out must be clear and easy to interpret. Furthermore, when necessary, any costs incurred for safety management or waste disposal must be entered.

3.2.3 Materials used

The company undertakes to use only quality products, except in the case where the customer requests, in writing, the use of particular materials and products.

In addition to the precise indication of the materials used, the company, if requested, undertakes to provide further details on the nature of the materials used and their origin.

3.2.4 Double quote, with indication of the best quality / price ratio

Where possible, it is desirable to draw up multiple offers, with the indication of the product with the best quality - price ratio.

3.2.5 Execution of the contract

The work entrusted by the client is governed by an agreement that the parties undertake to sign, indicating the nature of the interventions and the material to be used, the agreed price, the terms for execution and the methods for resolving any disputes.

To this end, specific standard contracts may be drawn up. If, during the execution of the works, the need arises to increase the estimated costs, for the purpose of a perfect execution of the work, the company must give prior notice to the customer, providing all necessary clarifications and information and requesting, in any case, express written authorization to continue the intervention.

3.2.6 Delivery terms

The company will work with the utmost commitment and in good faith to try to ensure compliance with delivery times. In the face of difficulties, the customer will be informed about them.

3.2.7 After-sales assistance and warranty

The company guarantees the execution of the work to perfection and undertakes, in compliance with the applicable regulations, to guarantee the quality of the work performed.

In the case of problems encountered by the customer, there is the commitment to evaluate the interventions aimed at solving the problem.

In this sense, the company, if requested, undertakes to inform the customer in advance of any service costs not covered by the warranty.

4. BEHAVIOR

4.1 CONFLICT OF INTEREST

The company requires its employees and collaborators to avoid any situation and to refrain from any activity that, in the performance of their functions, could oppose a personal interest to those of the company or that could interfere and hinder the ability to hire, in impartial and objective way, decisions in the interest of the company.

Any situation potentially suitable to generate a conflict of interest or, in any case, to affect the ability to make decisions, in the best interest of the company, must be promptly communicated by the person concerned to their manager.

4.2 SOCIAL RESPONSIBILITY

The company recognizes and shares the principles of social responsibility, in the exercise of business activities, as a set of values that place people and the environment at the center of the company's attention.

It therefore carries out its business in compliance with the principles of social and environmental responsibility and aims to contribute to the enrichment of the economic, intellectual and social assets of the community in which it operates.

The company's commitment is expressed through the adoption of socially responsible behavior, also through propositive initiatives of social and cultural support.

4.3 INFORMATION AND CONFIDENTIALITY

4.3.1 Information Reports and Confidential Information

Information reports intended both internally (colleagues, collaborators, partners) and externally (customers, suppliers, institutional interlocutors) are drawn up according to the general principles contained in this Code.

No confidential information relating to the company and acquired can be used, communicated to third parties or disseminated for purposes other than work.

Confidential information is all information learned in the performance of work activities or on the occasion of them, the dissemination and use of which may cause any danger or damage to the company and / or an undue gain for the employee.

The obligation of confidentiality remains even after the termination of the relationship.

4.4 PROTECTION OF THE IMAGE

Owners, employees and collaborators maintain, during their activity, a decent demeanor and use a respectful language in all forms of communication.

4.5 SAFETY IN THE WORKPLACE

The company carries out its business in compliance with the legislation on safety and health at work, in particular by ensuring:

- a safe and comfortable environment for its employees and collaborators, in the execution of their services;
- adequate training and information on the subject.

The company binds the Recipients to:

- take care of their own safety, health and that of other people;
- avoid any action and omission that could damage the health and safety of others;
- observe the provisions and instructions on safety and health, given by the employer, by any delegate or by the persons in charge;

- immediately report to the employer or the person in charge of the deficiencies of the safety means and devices, as well as any other dangerous conditions of which they become aware, working directly, in case of urgency, within the scope of their competences and possibilities, to eliminate or reduce these deficiencies or dangers;
- actively contribute, together with the employer and the persons in charge, to the fulfillment of all obligations imposed by the competent authority or, in any case, necessary to protect the safety and health of workers at work.

4.6 IT SECURITY

The company requires its employees that the use of company IT resources be carried out in compliance with current regulations.

5. RELATIONS WITH THIRD PARTIES

5.1 RELATIONS WITH CUSTOMERS AND SUPPLIERS

Customers are an integral part of the company's assets and, therefore, each recipient has the task of understanding, anticipating and responding to the various needs of customers, providing them with accurate, precise and comprehensive information regarding the products and services offered.

The company pursues the impartial and transparent selection of its suppliers, in compliance with the procedures.

5.2 RELATIONS WITH INSTITUTIONS

The relationships that the company maintains with the institutions are based on compliance with the provisions of the law, company procedures, the values of fairness, impartiality, loyalty, honesty, transparency.

The company undertakes to fully implement the rules dictated by the supervisory authorities for compliance with current regulations.

Relations with trade unions are characterized by principles of fairness, impartiality and independence.

5.3 HUMAN RESOURCES

Human resources are the central element on which the company is based for the pursuit of its objectives.

Team spirit and a sense of belonging are key elements to effectively achieve common objectives and to facilitate the management of the continuous changes required by the market.

Personnel management is guided by these rules:

5.3.1 Selection, enhancement, training and management

The selection of personnel takes place without distinction of sex, race, language, religion, political opinions, personal and social conditions and, also taking into account the results of the verification, in the candidates, of the presence of the professional, behavioral and aptitude requirements provided by the profile of the position to be filled.

5.3.2 Work environment and protection of company assets

The company pays constant attention to the health and quality of the workplace, through compliance with current legislation on workplace safety.

In this context, it is committed to developing an environment that guarantees the safety and health of all employees and collaborators.

Smoking, drug use and alcohol consumption are therefore not permitted within the workplace.

Each employee is required to safeguard the company assets by carefully guarding and using the assets, technological resources and IT supports, equipment, company products and information.

5.3.3 Privacy Policy

The company punctually applies the legal requirements regarding the processing of personal data.

Each employee is informed on the nature of the personal data being processed, on the methods of processing and, in general, on any data relating to his person.

5.3.4 Harassment and Discrimination

The company requires that, in internal and external working relationships, there is no harassment and discrimination of any kind against employees, collaborators, suppliers and customers.

5.4 ENVIRONMENTAL PROTECTION

The company recognizes the environment as a primary asset to be protected and, to this end, plans its activities, seeking a balance with the needs of environmental protection and safeguarding of natural resources.

It undertakes to apply the legislation on environmental protection and safeguarding natural resources, implementing a series of specific initiatives, which tend to improve the use of resources.

Respect for the environment is also implemented through a careful assessment of the impact of the activity, ensuring projects that are compatible with the protection of the environment in which they are developed.

6. VIOLATIONS OF THE CODE OF ETHICS

6.1 APPLICATION OF THE ETHICAL CODE AND POSSIBLE VIOLATIONS

All recipients must respect and promote the application of the Ethical Code and disseminate the ethical principles and values of the company.

The task of clarifying any interpretative doubts, as well as the task of receiving reports of any violations of the Code and of proposing any improvements to the provisions of the Code itself is delegated to the Supervisory Body.