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# ISEO Company Policy



Our “**mission**”:

**To design, manufacture and supply locking systems for doors, integrating safety with user-friendly systems, compliance with all technical specifications and standards defined by specifiers and installers, and provide the distribution network with all the necessary technical and commercial support.**

Our “**values**”:

- **Respect for the world we live in: ethics, environment, energy, safety, quality, privacy;**
- **Reliability of our products;**
- **Constant ongoing innovation;**
- **Respect for the interests of the interested parties.**

Iseo Serrature Spa has adopted its own Code of Conduct in its activities and in the running of its business, and is working to ensure this Code is implemented by all its subsidiary companies, assuming as principles for its inspiration, compliance with the law and regulations of the countries of reference, as well as in-house regulations, in a framework of integrity, correctness and confidentiality.

Furthermore, the company intends to reconcile its aim to be competitive on the market with respect for the regulations concerning competition and to promote the correct and proper use of resources for the purpose of social responsibility, protection of the environment and the energy saving, occupational health and safety and respect for privacy.

In view of these introductory statements and the fact that ISEO Serrature SpA, as an individual Company and as the Group Holding Company, intends to consolidate its commitment towards making constant improvements to its performance, it has decided to adopt and apply an Integrated Management System involving Social **Responsibility, Quality, the Environment, Safety and Privacy**, and aims to extend the same to all Group subsidiaries.

The following “**commitments**” are undertaken in order to achieve continuous improvement at an operational level:

- ✓ Never to use or support the use of child labour or forced labour.
- ✓ Take steps to select, employ, train, pay and manage employees without discrimination of any kind.
- ✓ Ensure a safe and healthy work environment at all times.
- ✓ Ensure that the company’s system for managing the working hours, the disciplinary procedures, and the salaries is coherent with the legislation, the work contracts in force, the trade union agreements and with the standards for the sector.
- ✓ Ensure freedom of association and the right to collective bargaining.
- ✓ Ensure the maximum correctness and transparency in the running of the business and in the company’s activities, with particular attention to relations with the public administration.
- ✓ Promote the culture of quality and strengthen the image of the products marketed, by improving the quality and reliability of the products themselves.
- ✓ Guarantee in-house efficiency, by means of a rationalisation of the processes and the resources of the organisation.
- ✓ Improve the visibility and image of ISEO on the reference market.
- ✓ Increase the company’s competitiveness by avoiding or reducing costs that do not add value to the products.
- ✓ Safeguard the environment and minimise the impact of the company’s activities by adopting the best technologies available to optimise use of the resources, with particular attention to the energy performance.

- ✓ Promote the staff's awareness of the environment and energy saving and reduce or, where possible, eliminate the release of pollutants into the environment.
- ✓ Adopt the most suitable environmental control and surveillance systems also of the energy consumption.
- ✓ Guarantee open relations and co-operation with the local authorities and with residents living close to the site, so that a climate of reciprocal acceptance and trust is set up in order for the respective areas of activity to live together in a compatible and synergic environment.
- ✓ Implement every action and initiative for the purpose of preventing serious accidents and reducing possible consequences to people, the environment and the property of others to a minimum.
- ✓ Promote a culture of safety and set up adequate collective and individual protection measures according to requirements.
- ✓ Promote the culture of data confidentiality and, more specifically, the confidentiality of personal details and respect for the privacy of the various individuals that interact with the company, by using the most appropriate technologies and systems.
- ✓ Promote the culture of Social Responsibility.
- ✓ Set up a constant monitoring of the production and management process parameters in order to ensure that they satisfy the requirements regarding Quality, impact on the Environment, the energy consumption, Safety and Social Responsibility.
- ✓ Carry out a constant and precise monitoring of all the rules of law.
- ✓ Maintain the compliance of all the activities with the laws of the State and EU Directives, in particular with those concerning respect for the Environment, for the energy efficiency, for the Safety, for workers' Health and for the Social Responsibility.
- ✓ Pursue continuous improvement of the service offered in terms of external and internal Customer Satisfaction and energy performances.
- ✓ Ensuring the availability of information and the necessary resources to achieve the objectives, also by making available the framework to define and review the energy objectives
- ✓ Ensure the suitability and efficiency of the in-house and external communication process.
- ✓ Ensure that all Group Companies apply the same Environmental, Energetic and Social Responsibility standards established by ISEO, in those areas where local regulations pose lower restrictions.
- ✓ Ensure that the collaborators, suppliers and customers dealing with ISEO Serrature and with the Group Companies adopt the Ethics' Code and all apply the same Environmental, Energetic and Social Responsibility Standards as those established by ISEO.
- ✓ Support the design and purchase of energy-efficient products and services aimed at improving energy performance.

As ISEO Serrature is aware that, in order to achieve the goals and objectives referred to above, an active contribution is required from all the staff; the company will therefore develop a continuous and specific programme to boost levels of information, training and awareness.

ISEO Serrature promotes the dissemination of the integrated policy to all the interested parties through the publication on the company bulletin boards, on the employee's portal and on the website [www.iseo.com](http://www.iseo.com).