

FAM ENERGY SERVICE S.r.l., has as its main focus the satisfaction of the internal and external stakeholders of the organization itself.

It is aware that these objectives can be achieved by implementing a company management system that regulates, monitors and periodically examines the company processes aimed at guaranteeing corporate welfare to its employees towards its stakeholders; satisfaction of the quality requirements of the service offered and, therefore, the satisfaction of the requests of its customers through close monitoring of the entire process of providing the same, in order to transform this into a high degree of satisfaction of the expectations of the ownership, management, employees and all interested parties who directly or indirectly contribute to corporate sustainability and business continuity.

In addition, further fundamental aspects that FAM Energy Service S.r.l. has as central topics in its company policy are undoubtedly full proactivity in compliance with the applicable mandatory regulations and as aware of the impact that they may have on the current and future expectations of its employees, the local community and the competent authorities.

To ensure this, the organization has decided to implement its management system in full compliance with **the UNI EN ISO 9001, UNI EN ISO 14001, UNI EN ISO 45001** standards, adopting continuous improvement, risk and opportunity assessment, analysis of the context in which it operates, auditing activities and periodic reviews as fundamental tools for its growth.

Therefore, in summary, the objectives are defined below in terms of:

### *Quality*

- Complete customer satisfaction;
- Continuous improvement of internal efficiency, considered as a tool to achieve the customer satisfaction in terms of improvement of the service offered;
- Assess risks and opportunities;
- Timely responses to questions and issues presented by customers;
- Timely responses to requests for documentation and economic estimates;
- Communication, dissemination of company policy, objectives and implementation programs, through specific communication plans and information activities in order to make the company's commitments understood inside and outside the organization;
- Compliance with contractual obligations signed with the customer.

### *Environment*

- Prevent pollution and minimize the environmental impact in the provision of the services offered;
- Use natural resources and energy efficiently, in order to contribute to the circular economy;
- Constantly raise awareness among staff of environmentally sustainable behavior;
- Comply with compliance obligations, as well as procedures and practices in place both within the organization and at customers.

### *Health and Safety*

- All occupational accidents and diseases can and must be prevented;
- Commitment to keeping the organization's workplaces safe and healthy and promoting well-being at

work and a healthy lifestyle;

- Ensure that everyone is accountable for acting proactively to eliminate hazards, reduce risks, and identify opportunities for improvement by encouraging open communication with all employees and stakeholders;
- Comply with compliance obligations, as well as procedures and practices in place both within the organization and at customers.

For the implementation of the objectives, the organization provides for the following actions:

- Process approach – definition of processes and related activities, useful for the implementation of the services provided by FAM Energy Service S.r.l.;
- Context Analysis – understood as the determination of the external and internal factors relevant to the purposes and strategic guidelines that influence the ability to achieve the expected results for its business management system;
- Interested Parties – anyone who can express a need or a need with regard to the strategic guidelines of FAM Energy Service S.r.l. and who conditions its activities;
- Compliance obligations – meaning by this item all the prescriptive aspects that arise from the set of rules applicable to the activities carried out by FAM Energy Service S.r.l., consider the standards as a starting level for the definition of improvement activities;
- Risk Assessment – a systematic process of assessing the risks associated with the processes, activities, context analysis, needs and requirements of the interested parties, defining in advance the impact on the implementation of the services of FAM Energy Service S.r.l. or on the achievement of the objectives defined by the Management;
- Continuous improvement – only an analytical approach, objective evaluation and shared awareness are able to guarantee that the continuous improvement process is feasible;
- Periodic monitoring of the system, competent resources, evaluation of the data and company indicators identified are strategic tools for the implementation of the continuous improvement of the company's management system.

The Management is therefore actively engaged in achieving the objectives set out above and in involving, consulting, raising awareness and training all staff.

The Company Policy is subject to periodic review by the Management, in order to disseminate up-to-date information on the company's strategies in the field of Quality, Environment, Health and Safety.

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**The Management**

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