

POLICY FOR THE ORGANIZATION, THE QUALITY AND THE ENVIRONMENT

The perception of the needs of the market through the constant listening of the client, the enhancement of the staff, the sense of belonging, the strictness, the family business tradition, also lived in the international context of the Neoperl Group, and the attention to the social issues, are known and shared values at NPI Italia.

The Top Management is committed to developing and increasing the sense of responsibility and the active participation of everyone in the pursuit of company objectives, aware that greater responsibility in every area of the company in creating value and in achieving company goals is the result of a culture of honesty, transparency, trust and dialogue at all levels of the organization. In this regard, the implementation of a company intranet accessible from everybody's workplace and also from large shared screens, together with the periodic distribution of the company newsletter, allow all the staff to receive constant updates on the activities and business targets.

While supplying specialized manufacturers and distributors operating in the plumbing and heating sector with flexible braided hoses and high quality accessories accompanied by an excellent service, Top Management as well as all the collaborators of NPI Italia undertake to operate in accordance with the following guidelines.

To Work with the satisfaction of all stakeholders (customers, users, workers, suppliers, partners and other stakeholders), aware that an ethical and efficient management of the company contributes to achieving what the community expects at the economic, social and environmental levels.

To operate in accordance with the guidelines and policies of the Neoperl Group, acting in synergy with the parent company and its subsidiaries, engaging in the full realization of the common objectives and sharing expertise and professionalism also through the participation in international working groups created by Neoperl to facilitate the integration between the various operating units of the Group.

To guarantee direct and Intercompany customers an accurate, quick, in-depth and competent assistance to increase his loyalty, in collaboration with the Neoperl Group sales force and to consolidate the reputation of high corporate reliability in the reference market.

To operate with respect for the environment, adopting procedures that allow the company to activate the certification according to ISO EN14001. This demonstrates the commitment of the entire company to the respect of the environmental legislation and rules, to the protection of the environment and to the prevention of pollution, to the research of the emissions and waste reduction on the ground of the continuous improvement and last but not least to the reduction of the consumption of natural resources with the aim of contributing to an ecologically and economically sustainable development for our customers, our shareholders, our collaborators and for the community where we operate.

In order to limit the impact of our activities on the environment, we will commit to

- **Make our staff aware** of a responsible use of energy and of the importance of the separate waste collection
- **Limit** consumption of raw materials
- **Minimize** the quantity of waste produced
- **Reduce water and energy consumption even with the use of the Neoperl's products**
- **Select** suppliers certified by FSC, www.fsc.org, able to print advertising material with paper coming from sources managed in a responsible way

To ensure the progress of work activities in a safe environment, where everyone is trained and informed about the management of risks related to the performance of their duties.

To pursue the application of quality procedures, policies and the use of management tools necessary to ensure the performance of all business activities.

To identify the training needs of managers and collaborators, proposing paths that lead everyone to have a positive attitude towards initiatives aimed at increasing the company's culture and know-how. The face-to-face periodic talks with collaborators also guarantee a constant updating of the training plans and the use of adequate resources to achieve them.

To foster the role of the company as a place to promote the health of the worker through the multi-year membership to the WHP-Workplace Health Promotion Project - in Monza and Soncino sites.

Furthermore, the introduction of the GDPR during 2018 - General Data Protection Regulation - led the Group to develop guidelines for the implementation of the GDPR valid for the whole group at European level and to identify an Italian consulting company, which has the task of promptly verifying that the management of the data protection system of NPI ITALIA is in line with the requirements of the new legislation and what are the necessary interventions in order to adapt it to the requirements of the same.

To conclude, even the adoption of the Organizational Model and the Ethical Code (pursuant to Legislative Decree 231/2001) by the Board of Directors – and following updates - is also expression of the Top Management's commitment to promoting the culture of continuous improvement and attention to the risk management within NPI Italia.

Monza, September 2019

General Management

Laura Parigi

