

Integrated Policy

The Board of Directors is responsible for establishing the company's policy, which must:

- a. be appropriate to the organisation's objectives;
- b. include a commitment to meeting requirements and to the continuous improvement of the effectiveness of the management system;
- c. provide a framework for setting and reviewing objectives;
- d. be communicated and understood throughout the organisation;
- e. be reviewed to ensure its continued suitability

The quality policy pursued by Pacetti S.r.l. can be summarised as follows:

- to work to ensure that customer SATISFACTION is always guaranteed;
- IMPROVE THE QUALITY of the work provided;
- to provide the company with a FLEXIBLE STRUCTURE capable of ensuring a prompt response to customers' needs;
- to instil within the company a culture of documenting all communications, both between different departments and with clients;
- drafting and keeping work execution plans up to date, and verifying that scheduled dates are met, with particular attention to contractual deadlines;
- the objectives are proposed by the Board of Directors and pursued by the heads of the various company departments;
- to ensure prudent and sound cost management that exposes the company to critical situations as little as possible;
- to consider all possible impacts of *climate change*, including the contribution the organisation can make towards mitigating it;
- to meet the mandatory requirements in the field of health and safety at work, fostering cooperation between employees and management in order to optimise performance and the working environment as much as possible;
- to comply with mandatory environmental management requirements, adhering to legal provisions and promoting a culture of environmentally responsible production, including meeting sustainability requirements specific to the relevant environmental field;
- always respect employees by never engaging in discriminatory practices against them on grounds of political affiliation, race, gender, ability, etc., and by never employing labour that does not meet the requirements laid down by EU or national law, such as child labour or irregular employment. With this in mind, we seek to foster a relaxed and harmonious working environment that enables everyone to perform to the best of their ability in accordance with the code of ethics, whilst also meeting the sustainability requirements specific to the social sphere;
- to work towards continuously reducing risks of any kind arising from business operations and which may affect all stakeholders. This is achieved through appropriate quarterly analyses involving the board of directors, whilst also meeting sustainability requirements in the specific area of governance.

In order to verify the achievement of these objectives, Pacetti S.r.l. has defined measurable indicators which are analysed during Board of Directors' meetings.

The Company is therefore committed to programmes that aim to:

1. the optimisation of the internal organisation through the precise and agreed definition of the tasks and responsibilities of every manager within the company, via a well-defined and clear system designed to benefit all stakeholders, each in their respective roles;
2. participation in national and international workshops and events where issues relating to heating and cooling technology are discussed, thereby raising awareness of the exact requirements a system must meet to ensure maximum user satisfaction.

The General Management has communicated this policy to all staff and stakeholders via its publication on the website.