

QUALITY, SAFETY AND ENVIRONMENT POLICY

TW-TeamWare has structured its own integrated Management System, which includes the Quality activities following the **UNI EN ISO 9001:2015** regulations which use the process approach, which incorporates the Plan-Do-Check-Act (PDCA) cycle and risk-based thinking; integrated with environmental Management certified according to the **ISO 14001:2015** standard and finally by integrating a Management System for Health and Safety at Work according to the **ISO 45001:2018** standard.

These rules guarantee complete control of processes, risks, business opportunities and environmental and safety Management, allowing the prevention of anomalies and the continuous improvement of the service, optimising processes and defending and enhancing human resources.

Technology and know-how represent the pivot of strategic thinking around which the Management of TeamWare aims to continue seeking the strength and driving position in the competition.

Behind the success achieved in thirty years of history, there is an organisation of a team of highly qualified engineers and technicians with considerable skills in the development cycle of electronic engineering systems and services products in measurement, Power Quality, remote control and remote control management of distribution networks.

The company's policy has led to structuring an organisation capable of identifying and analysing internal and external factors (positive and negative) relevant to its strategic objectives and influencing the ability to obtain the expected results. The intent is to raise the level of the organisation's strategic vision in implementing the quality management system, considering the context in which it operates.

Identifying the factors that may affect the organisation's ability to achieve the desired results is essential for reasoning to assess the risks and opportunities for improvement and analyse the events that may interfere with achieving objectives. This scenario of continuous changes requires a dynamic review of the contents of the policy, which must be consistent with the results of the context analysis, with the needs of customers, other interested parties and the applicable mandatory requirements.

In this context, to maintain a specific competitive strategy, the Management has defined innovation models with the following priority objectives:

- Development, engineering and supply of new products and services, representing at least 30% of revenues annually;
- Technical excellence, efficiency, quality, reliability to carry out technologically demanding projects with competitors of international value, implementing analyses, processes and validations to guarantee supplies with defects of less than 0.3% and useful life of at least 15 years.
- Definition and support of effective dynamics of "competitive innovation" to align potential training needs with the primary key factors of competition. Innovation through the analysis of practical skills, performance and human capital training models, qualification and selection of suppliers with accreditation models.
 - Training practices are supported by the progressive capitalisation of existing good practices in our organisation's learning and knowledge management, especially when they are attributable to the excellence of the performance achieved.

- Commitment to guaranteeing the constant responsibility to satisfy the applicable mandatory requirements, both related to products/services and those deriving from Safety and Environmental regulations; also ensure, over time, the continuous improvement of these services:
 - Commitment to prevent pollution, guarantee the safeguarding and protection of the environment and pursue the continuous improvement of its qualitative and environmental performance by minimising the risks related to the activities carried out and to the products/services, implementing an environmental policy through certification to ISO 14001 standards.
 - Commitment to defend the health and safety of workers and pursue the elimination of hazards and the reduction of risks of activities by implementing a safety policy through certification to ISO 45001 standards.
 - Commitment to enhance corporate cyber security and its products through the improvement and introduction of new IT security measures in the context of ISO 27001.

The environmental and safety objectives and targets are made publicly available by distributing this environmental policy, the Quality and Environmental Management Manual, and its Management.

Environmental and safety management has been set up to constructively involve all workers in managerial and non-managerial roles, and all company functions and activities at all levels, with a view to shared responsibility.

To manage the compliance, effectiveness and application of the requirements and face future needs and expectations, the Management has appointed its coordinator of the organisation, who uses the Area QSA functions to have the appropriate support for specific technical skills.

By combining Management and specific competence in the quality management function, we want to support the company strategy that wants to build a competitive advantage through applied research, the acquisition of know-how and the commitment to eliminate the risks towards the safety of workers and the protection of the environment, with the knowledge acquired based on technical progress and, where this is not possible, reduce them to a minimum, possibly by acting on the causes that generated them.

The managers of Areas / Functions are committed to correctly applying the procedures that govern our Quality, Safety and Environment system, involving all staff using models of interaction between competence, creation and organisational dissemination of knowledge and innovation.

The Quality, Safety and Environment Policy is disseminated to the public and interested parties through display on the company bulletin board, included in the company specification on the platform dedicated to personnel and on the company website.

The policy is reviewed and, if necessary, updated on the occasion of the Management Review.

Milan, April 2021

The President of BoD

The CEO

