

LA SAN MARCO, according to its mission, considers quality, environmental and workers' health and safety protection as key factors to maintain and develop its capability to meet the needs both of external stakeholders (e.g. customers or authorities) and internal ones (workers) and, accordingly, to pursue the success of the Organization on the market, also relating and integrating with organization management model ex D.L. 231. In particular, LA SAN MARCO fully adheres, as part of GROUPE SEB, to the management system policy adopted by the group itself and which constitutes an integral part of this document.

Therefore, the General Management decided:

- To conform its management system to UNI EN ISO 9001:2015;
- To keep attention to the requirements of UNI ISO 45001:2018;
- To keep attention to the requirements of UNI EN ISO 14001:2015;
- To implement and formalise its own quality, health, safety and environment policy.

The activity is:

DESIGN, MANUFACTURE AND SERVICE OF ESPRESSO COFFEE MACHINES AND GRINDERS, BY MACHINING, COLD PRESSING, WELDING, ASSEMBLY AND TESTING.

General Management promotes any action to ensure that the activities are carried out in the highest possible quality standard, according to environmental protection and without significant hazards for workers' health and safety.

This policy is available for internal and external stakeholders by request and by posting on the internal bulletin board and on the Company website.

So the Organization set the following commitments:

- Referring to external stakeholders:
 - Compliance to law requirements and to signed agreements;
 - Compliance to contract requirements;
 - Customers' needs satisfaction;
- Referring to internal stakeholders:
 - Crime prevention and respect for legality;
 - Continuous law compliance, pursued through the analysis of present and future law regarding both environment and health and safety;
 - Prevention of hazards about air, water, soil and subsoil pollution and improvement of environmental impact on those items;
 - Promotion and pursuit of reduction, reuse and recovery of wastes;
 - Prevention of accidents, injuries and of hazards for workers' health and safety, including professional diseases;
 - Behaving responsibly through teaching, information and training and sensitization of workers about quality, environment and health and safety;
 - Performing actions for reducing energy consumption and gradual lowering the threshold of acceptable risks.
 - Spread the culture and values of the company by creating an identity context within which workers can act to achieve individual and collective goals
- Referring to Authorities:
 - Performance of internal and external activities according to Authorities' prescriptions and to Ethical Code;
 - Cooperation with authorities to publicise the activity, in order to avoid stakeholders' doubts about law compliance
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- Referring to external and internal stakeholders:
 - Effective and transparent communication;
 - Development on the territory of environment and safety awareness with the same efforts about promoting knowledge;
 - Containment of costs charging on people;
- Regarding suppliers
 - Research and development of eco-friendly products about content and building process;
 - Setting and maintenance of fair and transparent behaviours;
 - Cooperation, monitoring and continuous surveillance regarding environmental and health and safety law compliance, particularly in case of works done in La San Marco site with possible interference and pollution hazards.

The effectiveness of the policy is constantly monitored through proper means, as, for example:

- Complaint, non conformity, accidents and near miss analysis;
- Periodic re-evaluation of quality, safety and environment documents;
- Results of internal audit;
- Feedback from customers and stakeholders.

The commitment to the continuous improvement of the management system is set by the General Management through goals and targets resulting from Management review and that are:

- Yearly set by General Management in specific documents;
- Spread to all the workers through the internal bulletin board.

February, 19th, 2024

General Manager
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