

AVR S.p.A. COMPANY POLICY

AVR S.p.A. is a company specialized in road and environmental management and maintenance. It operates through an organization certified with an Integrated Management System compliant with UNI/PdR 125:2022 Guidelines and the following standards: UNI EN ISO 9001:2015, UNI EN ISO 14001:2015, UNI ISO 45001:2018, SA 8000:2014, and UNI ISO 39001:2016. Additionally, the company has extended its system at the Empoli headquarters to include customer, consumer, and citizen contact services, in accordance with UNI ISO 18295-1:2017 and UNI ISO 18295-2:2017. The Contact Center at the Empoli office provides services relating to the management of the Fi-Pi-Li highway, offering real-time information to road users via a 24/7 call center with dedicated operators and a toll-free number.

AVR S.p.A. has adopted an Integrated Management System and a Company Policy aimed at the continuous improvement of performance in terms of customer satisfaction, environmental protection, enhancement of occupational health and safety, road user safety, and social well-being. The Contact Center (CCC) at the Empoli office operates within this system, addressing user and client needs with a proactive approach aligned with the company's vision.

The company's activities are not solely focused on production and shareholder remuneration but also on the quality of services/works, environmental protection, safeguarding citizens and workers, and promoting social responsibility — all with a proactive mindset.

The company emphasizes the importance of clear communication with both clients and employees, ensuring timely updates on activities and key information.

The Company Policy of AVR S.p.A. follows strategic directions essential for the current and future enhancement and profitability of the organization:

- Customer satisfaction and the integration of client vision as core objectives guiding the daily commitment and professionalism of all employees, with attention to regulatory compliance and a risk-based approach;
- Environmental protection as a key decision-making factor, ensuring not only compliance with laws but promoting broader eco-sustainability and continuous improvement;
- Reasonable and continuous improvement of prevention and protection measures for both Occupational Health and Safety and Road Safety, recognizing its operational presence on major roadways and the impact its actions have on public safety;
- Social responsibility in corporate governance, with the belief that the company can actively contribute to improving its social context, in compliance with national and international laws and the requirements of SA8000;
- Employee enhancement, eliminating all forms of discrimination, and promoting gender equality and social inclusion to improve performance and positively influence the market, society, and business partners.

AVR S.p.A. commits to:

- ✓ Regularly analyzing specific risks related to the environment, occupational health and safety, road safety, social responsibility, and gender equality, setting relevant objectives to benefit the company, stakeholders, and society;
- ✓ Continuously improving environmental, health and safety, road safety, social responsibility, gender equality performance, and service/work quality to prevent pollution, injuries, occupational diseases, and road accidents; ensure workers' rights; satisfy clients; and meet CCC requirements through continuous training and staff development;
- ✓ Complying with all applicable legal and other obligations, including international labor ethics standards;
- ✓ Informing and training all personnel on the Integrated Management System to ensure active participation in achieving objectives with engagement and awareness;
- ✓ Understanding the client's vision through industry analysis, market research, and regular feedback;
- ✓ Strategically planning, designing, and managing the CCC service, identifying appropriate performance indicators, and considering client requirements and user-operator interactions;
- ✓ Ensuring the reliability of materials, techniques, and technologies provided to clients;
- ✓ Defining responsibilities, structures, and modes of interaction with transparency;
- ✓ Promoting and implementing continuous service and performance improvement through ongoing training and specialization;
- ✓ Training staff to identify and mitigate environmental impacts from activities and fostering environmental responsibility at all levels through targeted initiatives;
- ✓ Designing and managing company locations with regard to legal requirements, environmental aspects,

- workers, and territorial context to minimize environmental and workplace risks;
- ✓ Promoting waste sorting, recycling, energy saving, and the use of renewable energy sources among staff and third parties, including through specific initiatives;
 - ✓ Training staff to identify and prevent activity-related risks and fostering health and safety awareness at all levels;
 - ✓ Ensuring the safety of equipment assigned to staff and prioritizing advanced safety-compliant equipment when economically feasible;
 - ✓ Minimizing workplace health and safety risks and reducing the occurrence of fatal or serious road incidents within the company's areas of responsibility;
 - ✓ Continuously improving road safety on managed roads by maintaining high standards of assistance and maintenance, staying updated with technological advancements, training collaborators, maintaining vehicles, and ensuring road safety compliance by employees and subcontractors;
 - ✓ Promoting public compliance with road safety laws, especially the highway code, through awareness campaigns, recognizing stakeholder engagement as key to effective accident prevention;
 - ✓ Encouraging suppliers, subcontractors, and collaborators — where commercially feasible — to adopt socially responsible practices;
 - ✓ Ensuring employees' rights to association, fair wages, and compliance with labor standards;
 - ✓ Encouraging consultation and participation of workers and their union representatives through meetings and reporting channels to assess and improve the Management System;
 - ✓ Opposing child labor, forced labor, exploitation, retaliation, discrimination, and disciplinary actions not aligned with adopted national labor contracts;
 - ✓ Upholding the values of inclusion, non-discrimination, and gender equality to support equal opportunities and the physical, mental, moral, and cultural well-being of staff through respectful working conditions and behavioral standards;
 - ✓ Communicating with clients, suppliers, and the public to improve safety, environmental management, inclusivity, and respect for fundamental human and labor rights;
 - ✓ Periodically reviewing this policy to ensure it remains consistent with the organization's nature, size, and environmental, health and safety, road safety, and social ethics aspects, including any legal or regulatory changes;
 - ✓ Providing appropriate reporting systems for behaviors that conflict with the Code of Ethics, this policy, applicable laws, and the voluntary standards adopted by AVR S.p.A.

These strategic directions are the key reference points defined by Management to set and review the company's goals and objectives within AVR S.p.A.'s program. Management is committed to continuously investing adequate human and financial resources. To ensure effective communication of the policy, AVR S.p.A. publishes it on its website, displays it on company notice boards, and informs outsourcing partners to encourage awareness and involvement. All AVR S.p.A. units are expected to contribute operationally and through training toward these goals.

Rome, 07/04/2024
(Management)

AVR S.p.A.



Any report can be sent to AVR S.p.A. confidentially (in writing via mailboxes, by email at: segnalazioni@avrgroup.it, or via the Hèrmes application available at: <https://portal.avrgroup.it/>). Reports concerning SA8000 can also be made to: RINA Services S.p.A. - Viale Cesare Pavese 305 – 00144 Rome – ITALY Fax: +39-06-54228699 Email: SA8000@rina.org

