

## AVR S.p.A. CORPORATE POLICY

**AVR S.p.A.** is a company that carries out road and environmental management and maintenance services, equipped with an organization certified according to an Integrated Management System compliant with UNI/PdR 125:2022 and the standards UNI EN ISO 9001:2015; UNI EN ISO 14001:2015; UNI ISO 45001:2018; SA 8000:2014; UNI ISO 39001:2016; UNI EN ISO 22301:2019, and - for the Empoli Office - also with the requirements for customer, consumer and citizen contact services provided through contact centers identified by standards UNI ISO 18295-1:2017 and UNI ISO 18295-2:2017.

The Contact Center of the Empoli Office, in fact, provides services covering every aspect of the management of the Fi-Pi-Li major communication route, offering real-time information to users of the expressway through a call center operating 24 hours a day, every day of the year, with dedicated operators and a toll-free number.

AVR S.p.A. recognizes the strategic importance of ensuring the operational continuity of its services, particularly those connected to road traffic management and road user assistance, and is committed to adopting appropriate organizational, technological and infrastructural measures to guarantee the continuity and resilience of the services provided, even in the event of unexpected events or emergency situations.

AVR S.p.A. has implemented an Integrated Management System and a Corporate Policy aimed at the constant improvement of its performance in terms of customer satisfaction, environmental protection, enhancement of workers' and road users' health and safety, improvement of social well-being, and assurance of compliance with its service levels and operational continuity, even in emergency situations. Within this System is also placed the CCC at the Empoli office of AVR S.p.A., which addresses the needs of users and customers with a proactive approach, focused on meeting expectations and aligned with the company's vision. Corporate action is therefore aimed not only at meeting production needs and shareholder remuneration, but also at fulfilling requirements related to the quality of its services/works, environmental protection, the well-being of citizens and workers, and social responsibility, addressing these issues with a proactive attitude.

Corporate actions are primarily aimed at spreading clear messages to customers and employees, in order to promptly provide important information and updates on its activities.

**The Corporate Policy of AVR S.p.A. is based on fundamental guidelines aimed at achieving the enhancement and profitability of the company both today and in the future.**

**Customer Satisfaction and the acquisition of our Clients' vision as fundamental objectives**, forming the basis of the daily commitment and professionalism of all individuals working within the company, with careful compliance with mandatory regulations and following a risk based approach;

**Environmental protection as one of the key criteria guiding corporate decision-making**, not only to ensure legislative compliance, but also to promote broader eco sustainability of the company as a whole, in a perspective of continuous improvement;

**The reasonable and ongoing improvement of prevention and protection activities** in both Occupational Health and Safety - since ensuring safe working conditions is the primary obligation our company assumes towards its employees - and Road Safety, as the company has been operating for many years on major national road networks and is fully aware of the impact its actions may have on the safety of road users;

**The implementation and promotion of socially responsible business practices**, based on the belief that our company can concretely contribute to improving the social context of which it is part, in compliance with national and international laws as well as with the requirements set out by the SA8000 standard;

**The enhancement of company personnel through the elimination of any form of discrimination**, adhering to the principles of gender equality and social inclusion, with the aim of improving performance and positively influencing the market, the community, and business partners;

**The protection of operational continuity of services and company activities**, through the identification of potential events that could compromise service delivery, the development of adequate emergency management and critical activity recovery plans, and the strengthening of organizational resilience, in order to ensure the continuity of essential services for customers and users.

**By following these guidelines daily throughout its corporate development, AVR S.p.A. commits to:**

- ✓ *periodically analyse specific risks related to the environment, occupational health and safety, road safety, social responsibility and gender equality, as well as those that could compromise the operational continuity of its services, in order to set relevant objectives that foster the growth of the company, its stakeholders, and the social context in which it operates;*
- ✓ *promote the continuous improvement of its environmental, occupational health and safety, road safety, social responsibility, gender equality and service quality performance, in order to ensure the prevention of pollution, injuries and occupational diseases, road accidents, the protection of workers' rights, customer satisfaction and the achievement of CC requirements, through ongoing training and professional development of its personnel;*
- ✓ *comply with all applicable legal and other requirements in all areas of operation, including international regulations on labour ethics and their interpretations;*
- ✓ *inform and train all personnel on the Integrated Managemesystem and its application within the company, so that everyone actively contributes to achieving the objectives, demonstrating involvement and awareness of the principles acquired;*
- ✓ *acquire the client's vision through the analysis and understanding of the CCC sector, conducting market research and analysing periodically received feedback;*
- ✓ *design, implement and manage the CCC service through strategic planning, identifying the most suitable performance indicators from time to time, and duly taking into account the client's requirements and the interactions between users and operators;*
- ✓ *ensure the reliability of the materials, methods and technologies proposed to its clients in order to meet their needs;*
- ✓ *define responsibilities, structures and interaction methods in a transparent manner;*
- ✓ *promote and implement the continuous improvement of the services offered and of the quality of its performance, also through ongoing training and specialization of its personnel, in order to ensure client satisfaction;*
- ✓ *train personnel so that they are able to identify and reduce environmental impacts related to their activities, promoting at every level a widespread sense of environmental responsibility, including through targeted initiatives.*
- ✓ *design, build and manage its facilities, taking due account of legal requirements, interactions with the various environmental components, with workers and with the territorial context, in order to control and minimise environmental impacts and risks for workers and road users;*
- ✓ *promote separate waste collection, recycling, energy saving and the use of renewable energy sources, both among its employees and third parties, including through targeted initiatives;*
- ✓ *train personnel so that they are able to identify and prevent risks associated with their activities, promoting at every level a widespread sense of responsibility towards their own health and safety and that of their colleagues;*
- ✓ *ensure the safety of the equipment and tools provided to its personnel, favouring the purchase of state-of-the-art equipment and tools in terms of occupational health and safety, where available at economically acceptable costs;*
- ✓ *reduce - up to eliminating - risks to Occupational Health and Safety, as well as the incidence of fatal events or serious injuries occurring on the road network under its responsibility;*
- ✓ *ensure constant and continuous improvement of road safety on the sections under its responsibility, for the protection and benefit of road users, through the maintenance of high-quality standards in assistance and maintenance services, alignment with technological advancements, training and upskilling of its personnel, maintenance of its vehicles, and monitoring compliance with road safety regulations by its employees and subcontractors' on-road personnel;*
- ✓ *develop, maintain and periodically test emergency management and business continuity plans, aimed at ensuring the timely restoration of critical activities and the continuity of services provided to users, clients and stakeholders, even in situations of crisis or unforeseen events;*
- ✓ *ensure the availability of resources, infrastructures, information systems and procedures suitable for supporting the operational continuity of critical business processes, promoting training and awareness-raising of the personnel involved in emergency management;*

- ✓ *promote compliance by road users with road safety regulations, in particular the Highway Code, including through awareness-raising campaigns, as we believe that the involvement of all stakeholders is key to ensuring an effective road accident prevention system;*
- ✓ *encourage - within the limits of AVR's commercial leverage - suppliers, subcontractors and partners to promote and invest in the adoption of socially responsible behaviour in turn;*
- ✓ *ensure for its employees the right to association, fair remuneration and compliance with industry standards regarding working hours;*
- ✓ *promote consultation and participation of its workers and their trade union representatives, through scheduled meetings and dedicated reporting channels, in order to evaluate, implement and strengthen the Management System;*
- ✓ *oppose any form of child labour, forced labour, exploitation, retaliation, discrimination, and the application of disciplinary measures that do not comply with the adopted National Collective Labour Agreements (CCNLs);*
- ✓ *uphold the values of inclusion, non-discrimination and global gender equality, in order to enhance and protect equal opportunities in the workplace, safeguard the value of its personnel and promote their physical, moral and cultural integrity through working conditions that respect individual dignity and behavioural standards;*
- ✓ *maintain communication with clients, suppliers and the public to improve safety, environmental management, inclusiveness and respect for fundamental human and labour rights;*
- ✓ *periodically review this policy to ensure its constant conformity and consistency with the nature, scale and characteristics of the environmental, health and safety, road safety and social ethics aspects of the organisation, including changes in applicable legal and other requirements;*
- ✓ *ensure the availability of dedicated reporting systems to be used in cases of behaviour contrary to the Code of Ethics, this policy, mandatory regulations or voluntary standards adopted by AVR S.p.A..*

These guidelines represent the key reference points identified by Top Management for defining and reviewing the corporate objectives and targets included in the AVR S.p.A. program, for which Top Management is committed to continuously dedicating and investing adequate human and financial resources. In particular, in order to disseminate the policy and ensure effective communication, AVR S.p.A. undertakes to publish the policy and its objectives on its website, on company notice boards, and to raise awareness and involve the companies entrusted with outsourced processes. To achieve these objectives, the entire AVR S.p.A. organization is committed to contributing through its units by providing operational support and training.

Rome, 06/03/2026

AVR S.p.A. (Top Management)

Any report may be submitted to AVR S.p.A. on a confidential basis (in **paper** form through the designated **mailboxes**, by **email** at [segnalazioni@avrgroup.it](mailto:segnalazioni@avrgroup.it), or through the **Hermes application** available at the following address: <https://portal.avrgroup.it/>).

Reports concerning SA8000 may also be submitted to **RINA Services S.p.A.** Viale Cesare Pavese 305 – 00144 Roma - ITALY Fax: +39-06-54228699 [SA8000@rina.org](mailto:SA8000@rina.org)- **SAAS** 220 East 23rd Street, Suite 605, New York 10010, USA; [saas@saasaccreditation.org](mailto:saas@saasaccreditation.org); Fax: +212-684-1515