

The Management of the Osmosi Spa Employment Agency, in line with its history and with the socio-economic-cultural context in which it operates, and in harmony with its organizational structure, has decided to standardize its management system to ISO international standards. 9001 and SA8000, adopting an integrated management system, in order to achieve the following strategic objectives, summarized as follows.

- Orient the corporate culture towards respectful behaviour for people, the environment, health and safety in the workplace and social responsibility, in accordance with the laws and the voluntary regulatory framework;
- Pursue improvement in terms of quality of processes, services, health and safety in the workplace, environment, in which the company's staff work, in compliance with mandatory legislation and the voluntary legislative framework;
- Respect the regulations of international organizations such as the ILO - International Labour Organization and the UN - United Nations Organization;
- Fully and impartially apply the national employment contract to all employees, punctually paying the established salary and paying all related social security, welfare and insurance contributions;
- Guarantee the protection of maternity and paternity, as well as disadvantaged people;
- Promote and improve the conditions of safety and physical and mental well-being of its collaborators with both preventive and corrective actions;
- Involve all suppliers of goods and services and their commitment to social responsibility by complying with all the requirements of the reference standard
- Develop information, communication, education and training processes and promote dialogue with interested parties, to ensure effective application of the integrated management system;
- Give maximum support to the assessment and dissemination of risks and opportunities related to company activities, which may damage people, workers, the environment, or generate dissatisfaction with the customer, or with the service and product;
- Guarantee the consultation of workers also through their representatives on aspects of health and safety in the workplace, environmental impacts related to company activities, seeking forms of internal communication and channels of communication to the outside, which highlights behaviour oriented collaboration and coordination between the various interested parties and company resources;
- Monitor the Company's performance in order to prevent situations that may create difficulties for the normal economic and organizational performance, for non-standard,

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2. Adopt initiatives aimed at receiving all information on the requirements of the customer and interested parties, including the implicit needs and requirements that are decisive for increasing satisfaction and the level of quality perceived by them;
3. Identify and activate checks on services, activities and suppliers to check their quality, compliance, effectiveness and efficiency in advance.
4. 4. Not to use, for their own needs and purposes, not to favour or support child labour and to ensure that the same principle is applied in its supply chain;
5. 5. Do not expose children and young workers to situations that are dangerous, risky or harmful to health, both inside and outside the workplace; To guarantee that the personnel perform work voluntarily and therefore without constraints, nor allow work performed under the threat of punishment or blackmail of any kind;
6. Provide a safe and healthy workplace, with particular reference to a careful assessment and management of risks and an adequate training program in compliance with current health and safety laws;
7. Respect the right of all staff to join trade associations and the right to collective bargaining, through the application of the relevant NCWA;
8. Guarantee equal treatment to all workers, exclusively following the company's necessity criteria, without any discrimination based on race, place of origin, social condition, caste, disability, gender and sexual orientation, religion, political opinion, trade union affiliations, family responsibilities, age, marital status;
9. Guarantee respect for the physical, moral and emotional integrity of the worker by not admitting, either internally or in the supply chain, disciplinary practices that are contrary to the rights of the person;
10. Respect the days of rest and the weekly work limits, the overtime work limits and all the other legal requirements and the applicable national collective bargaining agreement or Sector Agreements on the subject of working hours;
11. Ensure that salaries comply with the employment contract, current legislation and the provisions of the national collective bargaining agreement or sector agreements.

In order to ensure both the organization and all the Interested Parties the possibility of constructively contributing to the improvement of the SGI, the company has activated a communication system for the management of reports concerning the application of the SA 8000 standard, widespread to workers with the aid of a specific document (Information for Workers). The

aforementioned reports, they can be forwarded to the company, also anonymously, in writing or by e-mail and will be recorded and analyzed in order to activate possible corrective or preventive actions.

All reports can also be sent anonymously to the following addresses:

- ◆ **Agenzia per il lavoro OSMOSI:**
e-mail to: micheli@osmosispa.info

In the event that the company is unable to manage or completely resolve a complaint, workers can appeal by writing to the following bodies certifying the company's SA8000 certification:

- ◆ **IQNet:**
e-mail: iqnetltd@iqnet.ch
website: www.iqnet-ltd.com
- ◆ **SAAS - Social Accountability Accreditation Services**
e-mail: saas@saasaccreditation.org
website: www.saasaccreditation.org
- ◆ **SAAS - Social Accountability International**
e-mail: info@sa-intl.org
website: www.sa-intl.org

The continuous analysis and evaluation of the indications deriving from the Interested Parties constitutes the basis for an open and constructive dialogue for the identification of objectives of mutual improvement and satisfaction. The Management has identified the Social Performance Team (SPT), made up, in a balanced way, of representatives of the workers and of the Management in matters of SA8000, which has the authority and the necessary resources to manage the SGI for compliance purposes, suitability, effectiveness and dissemination.

These principles help to improve the potential of the company especially because they involve all interested parties to contribute to the creation of services that ensure the highest level of quality and formulate proposals for the continuous improvement of the company.

Supino, November 30, 2020

Management

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