

T.E.A.TEK's Governance is committed to pursuing a policy that places the customer and employees at the centre of its activities, in full compliance with the laws and regulations governing the quality of products and services offered, environmental aspects, workers' health and safety, human rights.

In particular, it aims to:

- ⇒ Customer satisfaction through verification of their level of satisfaction, timely response to any complaints and the implementation of programmes to improve the products and services offered;
- ⇒ Employees satisfaction through continuous improvement of the level of professional preparation, top-down and bottom-up communication, with the aim of gaining their involvement in improving business processes, in particular, in making the working environment safer and healthier.

Compliance with laws, environmental regulations, and regulations for the protection of workers' health and safety will be ensured through continuous measurement and monitoring of the performance of their main processes.

T.E.A.TEK's objectives are:

Quality:

- Annual statistical survey to monitor customer satisfaction;
- Data recording system and requirements useful for product and service improvement;
- Research and application of the best technologies for product/service development to ensure maximum reliability and quality;
- Adoption of the most modern customer support techniques;
- Prevention, reduction and/or elimination of non-conformities, because they are the cause of waste and defects that produce additional costs and possible damage to customers;
- Prompt responses to customer complaints.

Environment:

- Monitoring of compliance with environmental regulations through the measurement of specific indicators;
- Systematic action and focus on preventing and reducing the environmental impacts of its operations;
- Improvement of separate waste collection and reduction of waste production;
- Progressive reduction of overall costs related to compliance with environmental laws;
- Improvement of the company's image in terms of respect for the environment.

Health and Safety:

- Continuous monitoring of the level of health and safety of workers and compliance with the relevant regulations through the measurement of specific indicators;
- Constant verification of the implementation of prevention and protection measures, required by the Management, through the work of the managers and supervisors;
- Constant reduction of existing risks in the company through the work of the Prevention and Protection Service;
- Reduction of business and social costs related to the Health and Safety of workers (including third parties);
- Zero accidents and/or near misses;
- Improvement of the working environment and corporate image.

Energy efficiency:

- Monitoring compliance with energy efficiency standards through the measurement of appropriate indicators
- Supporting the procurement of energy-efficient products and services that have an impact on a company's energy performance;
- Research and application of best technologies that consider improving energy performance for product/service development.

Quantitative targets will be redefined annually by Management and disseminated to all employees. They will be measurable and consistent with the contents of this Corporate Policy.

Acerra, NA, Italy
19 January 2022

The Chairman of the Board of Directors of T.E.A.TEK

T.E.A. TEK S.P.A.

Via Santa Lucia, 36
80132 Napoli

P. IVA 06362981216