

Madex Management has defined the general principles on which the Company Policy is based and annually evaluates its content in order to determine the appropriateness of the objectives in relation to their achievement within the set timeframe.

This document is the result of a careful and objective analysis of the internal situation and the context in which we operate, the results we have achieved and the future objectives we wish to achieve.

The company considers the satisfaction of the needs and expectations not only of its customers, but of all those involved in company processes, such as workers and other identified stakeholders, to be central to its development and evolution.

With this in mind, the company has identified the most important ethical standards as the guidelines to which the management must refer when making choices and decisions regarding quality and social responsibility, in particular, national and other applicable laws related to labor provisions contained within the Universal Declaration of Human Rights and International Labour Organization (ILO) conventions.

In particular, the company aims to offer high quality products, executed according to well-defined procedures and practices, that contribute to the development of the company and the entire territory in which it operates, guaranteeing their sustainability.

Madex embraces ethical principles, rejects the employment of children and demands clear rules from its partners for young workers, is opposed to forced labour, violent disciplinary practices, and any form of discrimination against workers, and is committed to safe and healthy workplaces, freedom of association and the right to collective bargaining, fair and adequate working hours and remuneration; these convictions must be promoted not only internally, but also in Madex supply chain.

It is also committed to pursuing a policy of continuous improvement of its environmental and occupational safety performance, eliminating or minimizing, where technically possible and economically viable, any risks arising from its activities.

The inspiring principles consider the company structure and its relations with the internal and external environment, referring primarily to the currently certified management systems, thus committing the company to:

Analyzing the customer's expressed or implicit **needs** and collaborating with it for a complete definition of the design and executive requirements of the products, maintaining and improving this relationship over time in order to obtain its full satisfaction

Respecting the quality standards set in advance and, at the same time, improving them in accordance with the customer's requirements in terms of cost, reliability and availability

Analyzing and monitoring the company's processes, both production and service, to identify inefficiencies and potential causes of non-conformity and plan the necessary improvement actions

Activating a process of **continuous improvement of the service** rendered to the customer through constructive and continuous action by all its employees

Constantly monitoring the market and its variations, and operating through effective profitability and cost control in order to increase the company's profits and market competitiveness

Detecting and optimizing aspects and factors that customers consider appropriate for product and service improvement

Ensuring compliance with applicable labour legislation, ensuring that service delivery methods and activities are carried out in accordance with applicable mandatory regulations, technical standards and operational procedures for safety, environmental, social and product quality

Involving suppliers as an integral part of the company in the achievement of set safety, environmental, social and product quality standards and holding them accountable for full assurance

Not to using or supporting **child labour**

Not to using forced labour

Guaranteeing staff the right to collective bargaining and full freedom to join trade unions

- **Not to implementing** or supporting **any form of discrimination** or coercion at work
- Not to using or supporting **corporal punishment, mental or physical coercion, or verbal abuse**
- **Complying with** the provisions of the applicable C.C.N.L. concerning **working hours**
- **Guaranteeing** the payment of the **salary provided** for in the C.C.N.L.
- **Allowing meetings** to be held to assess compliance with the requirements of the SA 8000 standard
- **Improving communication processes** with users, entities, suppliers, and all stakeholders, making its commitments and achievements visible to the outside world
- **Involving the human resources** with which it is in contact, in a concrete and lasting way, so that they may tangibly participate in the continuous improvement of the company and be its promoters, providing the necessary notions to face their role with the right awareness and preparation; developing the personnel through education, information and training, involving them in the company's choices, because human resources are considered the real engine of the company's growth
- **Limiting waste production**, favouring its recovery where possible and ensuring that its management is carried out in accordance with mandatory legislation
- **Improving its environmental performance**, limiting as far as possible its consumption of natural resources (electricity, methane gas, water) and raw materials (plastic, metal, oils, solvents, etc.) and favouring green resources from renewable sources and recycled materials
- Constantly **seeking the cooperation of public authorities** and local communities in order to **prevent any possible accidents, injuries and occupational diseases** and effectively and efficiently managing any possible emergency, in order to reduce any related risk, also favouring a codified and systematic external communication process
- **Identifying, assessing** and constantly monitoring all health and safety **risks** related to its activities, also with the support of a specific health and safety committee
- **Ensuring safe and healthy workplaces** for workers by adopting appropriate prevention and protection measures, minimizing the possibility of accidents occurring in the workplace
- **Protecting** workers from any toxic substances used or produced, identifying and managing the associated risks in order to ensure an appropriate level of safety
- **Implementing every effort** in organizational, operational and technological terms **to reduce risks, prevent accidents, injuries and occupational diseases**, and protecting workers from such events
- **Managing aspects relating to health and safety in the workplace**
- **Ensuring** that the **company policy** set out herein and the related **management system** are **understood, implemented and maintained** at all levels of the organization and that the system is supported by periodic and systematic training, instruction, involvement and awareness-raising activities for all employees
- **Ensuring** that this document is **available to the interested parties**
- **Implementing and maintaining an effective Management System** according to the requirements of the voluntary reference standards.

The implementation of Madex Policy is entirely the responsibility of the Company Management, which is supported in this by the Management Representative and the SPT.

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The Management



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