



SHIPPING & CHARTERING - MULTIMODAL LOGISTICS

Integrated Policy for Quality, Environment, Occupational Health and Safety and Corporate Social Accountability

Revision no. 06 dated 14/07/2022

BAGGIO is an important Company for the design, management and coordination of national and international shipping services, including multimodal transportation. Our aim is to consolidate our position as a leader in terms of service offered to customers, while contributing to the well-being of the communities we serve, with special attention for the Environment, the Health and Safety and the respect for human rights for Employees and for all those who come into contact with our organization.

For this purpose, the Management has decided to continue along the path taken more than 20 years ago with the first certification according to UNI EN ISO 9002, gradually developing and adapting its Management System to UNI EN ISO 9001:2015, UNI ISO 45001:2018 and SA 8000:2014. The targets were back then and remain nowadays the compliance with the national and European regulations in the field of environmental protection and a strong commitment to ensure compliance with the legislation on occupational health and safety and with all the rules that govern labor relations.

A deep environmental analysis now allows us to constantly monitor all the environmental impacts resulting from our activities. Our Occupational Health and Safety Management System ensures all of our employees and associates carry out their activities under the best safety conditions, and transparency in labor relations with employees and collaborators allows us to go beyond the basic compliance with laws on employment.

Our choice to implement an Integrated System for Quality - Environment - Safety - Social Accountability results in multiple benefits: • **STANDARDIZATION OF QUALITY SATISFACTION** • **COST REDUCTION** • **INCREASE OF COMPETITIVENESS** • **POLLUTION PREVENTION** • **THE ELIMINATION OF DANGERS AND THE RISK REDUCTION FOR HEALTH AND SAFETY** • **THE IMPLEMENTATION OF ADEQUATE MEASURES TO ENSURE THE SUITABILITY OF WORKPLACES** • **IMPLEMENTATION OF THE BEST AVAILABLE TECHNOLOGY TO GUARANTEE OCCUPATIONAL HEALTH TO ALL EMPLOYEES AND ASSOCIATES** • **PROFESSIONAL GROWTH OF EMPLOYEES** • **RESPECT OF AGREEMENTS TAKEN WITH EMPLOYEES AND ASSOCIATES** • **FREEDOM FROM ANY FORM OF DISCRIMINATION OR BREACH OF RIGHTS OF ANY SINGLE PERSON THAT COMES INTO CONTACT WITH OUR ORGANIZATION** • **ENHANCEMENT OF CORPORATE IMAGE** •

For this change to be effective it is essential to share common values, values that represent of our identity and able to inspire the work of all the members of our organization in a natural way. Full adherence to them is, for all of us, a goal to be achieved, through the conduct of everyday life both as individuals and as a group.

OUR OUTWARD VALUES ARE: STRONG ORIENTATION TO CUSTOMER SATISFACTION. We believe that the key to success in a highly competitive industry like ours is customer satisfaction. The customer, and, more generally, all parties concerned will therefore be our main references in conducting business choices. We will listen to customers and we will strive to meet their needs and be up to their expectations. We will have a partnership approach in business relationships, based on the maintenance of our commitments, on



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the concreteness of the relationship and the achievement of mutual benefits. **FULL COMPLIANCE WITH THE LAW AND INTEGRITY IN BUSINESS.** We will conduct our business in full compliance with current legislation and other codes of practice we undersigned, working with companies and individuals and constantly evaluating the work of our suppliers to guarantee that any activity related to BAGGIO is carried out according to the highest ethical standards. **ORIENTATION TO THE ENVIRONMENT.** We have a duty to identify the significant environmental aspects and potential impacts, to take appropriate preventive measures, to train relevant personnel at all levels and to monitor results constantly. We aim also to optimize the consumption of energy and natural resources..

OUR INNER VALUES ARE: PURSUIT OF THE RESULTS. We want decisions and actions of all employees and associates to be oriented and aimed at corporate profitability through the pursuit of objectives defined and reviewed with the contribution of all, where everyone devotes personal commitment and takes responsibility for what pertains to them. The process of continuous improvement of business performance leads to significant commercial and economic advantages, meeting expectations of environmental improvement and service quality at the same time. **TEAM SPIRIT.** We want everyone to protect and develop a sense of membership to the company through team spirit and mutual cooperation. We encourage and promote the internal spread of information and all the tools and opportunities to communicate the guidelines, decisions and individual responsibility useful to facilitate teamwork. **ORIENTATION TO THE SERVICE.** Each activity is part of a process and each process has a customer, our colleagues are our customers, and therefore they represent resources to be respected and valued. **ORIENTATION TO CHANGE.** We want BAGGIO to be an ever learning organization, in which resources who are willing to get involved and to make change their own challenge are valued. **TRANSPARENCY AND ETHICS.** We want to maintain and develop over time an internal mood of trust, clarity and openness through consistency in the roles and loyalty behaviors at all levels, while ensuring respect for their person and their need to each individual Employee, and, in general to all stakeholders, and to ensure a business relationship of mutual cooperation free from discrimination and intolerance. **PROGRESS.** To ensure a consistent level of reliability of the infrastructure and equipment we continually monitor the technological development in order to identify the best available technologies that can allow us not only to increase the quality of our work but also to improve safety and general working conditions. **PEOPLE.** For the success of our strategies we need a high level of professionalism. Human resources are the crucial factor of our organization, which promotes and stimulates the development and growth of its employees and associates. The work of all must ensure the enhancement of human being as a distinctive element of our society. Any decision must be taken as if it were for their own company. This is the only way to make BAGGIO an excellent team.

In order to ensure that all employees and associates have the opportunity to contact the certification body or the SAAS and submit comments, the addresses are listed below.

<p>SGS ITALIA S.p.A. e-mail: sa8000@sgs.com</p>	<p>SAAS - Social Accountability Accreditation Services e-mail: saas@saasaccreditation.org</p>
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SAFETY AND OCCUPATIONAL HEALTH. We want all the activities taking place at the corporate offices to be carried out in complete safety for our employees and for all those who, even occasionally, are within our premises. To this purpose a thorough initial risk assessment was conducted to identify potential hazards and possible improvements. Training courses are held in order to increase the competence and awareness of our staff and make them aware of the importance of their role in keeping security during the course of their work. We undertake to consult the Workers and their representatives and to make and keep them aware of



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our safety objectives. The same objectives will be periodically reviewed to ensure that they are relevant to BAGGIO. The achieved results will be considered as an integral part of the entire company management.

ALCOHOL AND DRUG. Information and awareness actions are taken, aimed at reducing the risks related to the misuse of alcohol and drug assumption. We conduct information and awareness actions aimed at reducing the risks related to alcohol and taking drugs. In this regard Baggio is committed to achieving and maintaining a healthy working environment, safe and productive. Therefore, the distribution and use of alcohol in our offices, and in general during working hours is strictly forbidden according to the laws and regulations, as well as the use of drugs and substances that can be addictive. Even if the use of alcohol and drugs does not result in an inability to work, we believe that it may constitute a source of danger. For this reason we recommend our employees and collaborators to avoid the intake of such substances to the outside of the workplace.

This Policy is made available on our website www.baggio.it.

The Chief Executive Officer
Fabio Zorzan
