

COMPANY POLICY

QUALITY SYSTEM

M52.0-1

Rev. 5

The **ORMESANI Group**, comprising **ORMESANI S.r.l. Società Benefit**, **Centro di Assistenza Doganale Ormesani S.r.l. (CAD Ormesani)**, **Centro di Assistenza Doganale Ormesani Roma S.r.l. (CAD Roma)**, **Ormesani Servizi Logistici S.r.l.** and **Ormesani Viaggi Vacanze S.r.l.**, bases its Company Policy on principles of ethical and social responsibility, which are fundamental to ensuring equality, safety and sustainability.

Fully aware of its role in the economic and social context, the **ORMESANI Group** has become a **Società Benefit**, strengthening its commitment to creating shared and lasting value for the community, the environment and all stakeholders.

The Company's key principles are:

- The quality of the products and services offered to clients;
- The protection of workers' health and safety;
- Employee well-being and equal opportunities;
- Environmental protection and emissions reduction;
- Legality and compliance with applicable regulations, including the implementation of Organisational Models pursuant to Legislative Decree 231/2001.

Management, aware that these principles contribute to ensuring the Company's future and competitiveness, focuses on:

- Acting as the client's "partner" across all services, particularly international freight forwarding, ensuring safety, reliability and efficiency;
- Providing services at the right time and at the right cost, strengthening client loyalty and understanding both explicit and implicit needs;
- Paying close attention to environmental regulations and ESG (Environmental, Social and Governance) factors, taking into account risks and opportunities for all stakeholders (Employees, Clients, Suppliers and the Community);
- Promoting environmental and social sustainability by selecting suppliers that provide services with a lower environmental impact and guarantee fair and equal working conditions;
- Offering the best technological solutions, reducing waste and increasing efficiency.

Our concrete actions are:

- **Employee training and well-being:** continuous training to ensure knowledge development, professional growth and equal opportunities, while promoting inclusion and respect for diversity.
- **Technology and safety:** adopting advanced technologies and ensuring regular system maintenance, while safeguarding employees' health and safety.
- **Environmental protection:** reducing emissions and energy consumption, promoting sustainable logistics and selecting suppliers that adhere to environmental protection principles.
- **Ethics and legality:** implementing Organisational Models pursuant to Legislative Decree 231/2001 to prevent legal risks and ensure transparency, integrity and accountability.
- **Customer support and innovation:** supporting clients and promoting Brand Identity by offering engaging, innovative and high-quality services.
- **Customs management and logistics:** completing customs formalities on time and handling goods quickly and efficiently.
- **Supplier evaluation:** selecting suppliers based on quality, safety, environmental and social sustainability criteria.
- **Continuous improvement:** analysing client needs and any nonconformities and implementing prompt corrective actions.

The **ORMESANI Group** operates every day in accordance with the principles of ethics, safety, environmental responsibility and legality, placing people at the centre and integrating ESG and sustainability principles into its business decisions. Management periodically reviews the Company Policy as part of the internal review of the Quality/Safety Management System and identifies the most appropriate practices in light of applicable regulations, market conditions and the Company's organisational structure. The necessary resources are made available, and this document is communicated to the relevant stakeholders to ensure that it is understood and appropriately shared.

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