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Company:

All Esprinet Group Companies

Facility:

All Esprinet Group facilities

Subsystem

ISO 9001- ISO 14001- ISO 45001

Filename:

LIG00001-MULTI-SITE CORPORATE POLICY

Responsibility for document:

Version	Date	Version Note	Compiled by	Controlled	Approved
04	01/03/17	Update Standards 9001 and 14001 2015 version	G. Monina	P. Aglianò	A. Cattani
05	24/09/2018	Extension to multi-site certification	G. Monina	P. Aglianò	A. Cattani
06	17/09/2020	Updated to ISO 45001 and change to Group mission and values	G. Monina	P. Aglianò	A. Cattani
			RSGQAS	RdD	CEO

The **Esprinet Group** Policy is expressed in its **vision, mission** and **values** set out below, which inspire and direct corporate conduct at all levels.

Group Vision

Esprinet wants to make life easier for people and organisations.

The Group is committed to expanding and facilitating the dissemination and use of technology, as it believes that technology enriches everyone's daily lives.

Group mission

To be the key point of contact between manufacturers, retailers and users of technology.

The Group's aim is to create value for them as well as shareholders and employees, through an ongoing strategy of shared growth based on an innovative distribution model, designed to:

- encourage the widespread use of all technology with an efficient distribution across all channels of contact with consumers and organisations;
- develop effective and innovative operational and financial tools to deal with evolving markets;
- be a point of reference in the technology market due to its possession of the best professional skills.

The Group's Mission is combined with its desire to make a real commitment to **sustainable development** in order to meet the needs of today's generation, while favouring those of future generations. This commitment, which we believe is fundamental, involves an **ongoing balanced and worthy effort to manage economic, environmental and social performance** with a view to generating **value for stakeholders**.

Values

Creating value for stakeholders by establishing lasting relationships is the promise made possible **thanks to the Group's values**.

- **RELIABILITY**
BE ACCOUNTABLE

We are a company that can be trusted.

We keep our promises.

Fairness, integrity, transparency are the foundation on which we want to build our credibility and our success.

- **QUEST FOR EXCELLENCE**
BE EMPOWERED

Empowering a project for the future.

We strive to be better and more competent each day in order to be ready to meet the challenges of ever-changing markets.

We want to be entrepreneurs at the service of the best business projects.

- **CUSTOMER CENTRICITY**
BE RESPONSIVE

We listen to the world of which we are a part.

We want to build the perfect way forward that meets every need: this is why we put ourselves on the line working together with our customers to create winning results.

- **TEAMWORK**
BE TOGETHER

We know that together is better, that is why we are all in the game.

We believe in teamwork, collective thinking, the value of difference and the relationship between different skills, aspirations and competences.

- **BRAVERY**
BE DARING

We sail the open sea to discover new horizons.

We know that action also means running the risk of making mistakes, knowing that they can turn out to be opportunities.

- **CREATIVITY**
BE SURPRISING

We shape innovation.

We want to create ever more original and surprising solutions in a continuous search for new ways of thinking and acting.

- **RESPONSIBILITY**
BE CARING

We believe that technologies are a common good.

We work every day to make them more and more available to everyone, so that everyone has the opportunity to learn, participate, share and enjoy valuable experiences.

- **LISTENING**
BE INCLUSIVE

We are all different but together we create a single reality.

We believe in valuing the person. We are always listening for requirements, opinions and that can help make us a better world.

- **Sustainability**
Create shared value by integrating policies and practices into our business that increase the Company's competitiveness by identifying opportunities to improve social and environmental conditions for all stakeholders with which the Esprinet Group interfaces.
- **Raising awareness of environmental and safety issues**
Raise staff awareness of the importance of everyone's contribution to prevention and the improvement of the organisation's general level of workplace safety and environmental performance.

Principles in stakeholder relations

- **Honesty and integrity in relationships**
The conduct of relations of all types and at all levels must be based on transparency, propriety, honesty, integrity and fairness.
- **Fair competition**
The Group supports and seeks to uphold the value of fair competition, rejecting all conduct contrary to this principle, whether it is collusive, predatory and/or constitutes abuse of a dominant position. Fair competition on the market is interpreted by the Group as involving the supply of high-quality services and products, which meet customers' needs and comply with the contractual undertakings.
- **Protection and appreciation of human resources**
Human resources are deemed to be of primary value for achieving the Group's goals, due to the professional contribution they make as part of relationships based on fairness, propriety, and mutual trust.
- **Dealings with customers and suppliers**
Relations with customers and suppliers must be conducted in accordance with the law, the general principles of the Code of Ethics.
Relations with customers must be based characterised by fairness, politeness and helpfulness.
Relations with suppliers are governed by a specific code of conduct setting out the principles to be applied.
- **Environmental protection**
The activities of Group Companies are inspired by the principle of environmental and public health protection, in compliance with the specific applicable standards and regulations.

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The Group is committed to protecting the environment as a primary asset and undertakes to promote, within its own structures, the rational use of resources and a focus on the search for innovative solutions for energy conservation.

Esprinet Group companies operate in an open market, which is why the Company's Policy is geared towards **meeting the requirements of customers and stakeholders**, to **continuously improve** the effectiveness and efficiency of its processes, ensuring the achievement of quality, environmental protection and occupational safety objectives in **compliance with laws, regulations and its commitments**.

In implementing the management system, Group companies apply the **process approach**, the Plan, Do, Check, Act (**PDCA**) cycle, and **Risk-based thinking**.

The process approach enables Group companies to **plan their processes** and identify their interactions. The PDCA cycle ensures that processes that processes are **resourced** and managed, and risk-based thinking enables the determination of factors that could cause the system to deviate from the planned results. In this way, Group companies are able to implement **preventive controls** to minimise negative effects (**risks**) and maximise positive effects (**opportunities**).

Through these methods, management ensures the implementation of a robust, credible, reliable multi-site management system and guarantees its integrity when changes to the system are planned and implemented.

With regard to **quality, environmental and occupational health and safety aspects**, management regularly assesses the results obtained against pre-established objectives, which are constantly reviewed for progressive **improvement**.

The Group is committed to providing safe and healthy working conditions in order to prevent work-related injuries and diseases. Group companies work to eliminate hazards and **reduce risks** related to the specificities of their processes. They promote the development of opportunities in order to **improve the working conditions of personnel**.

The Group is committed to ensuring the training, information, **consultation and participation** of workers and their representatives.

The Group companies are committed to minimising the **consumption of natural resources** (electricity, gas, water) and the production of **waste**, facilitating their recycling wherever possible.

Compliance with these commitments is ensured by achieving and maintaining the multi-site certification:

- Quality, according to standard **UNI EN ISO 9001:2015**;
- Environment, according to standard **UNI EN ISO 14001:2015**;
- Occupational Health and Safety, according to standard **UNI ISO 45001:2018**.

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The Integrated Quality, Environment and Safety Policy is:

- **established** by senior management and appropriate to the context of the organisation and its strategic objectives;
- **reviewed** annually to determine its adequacy;
- **revised** if necessary;
- **available** to the public, [interested parties](#) and all staff through publication on the Esprinet Group **website** and on the company Intranet.

Vimercate, 17/09/2020

The Chief Executive Officer