

POLICY RELATED TO THE INTEGRATED MANAGING SYSTEM QUALITY, HEALTH AND SAFETY AT WORK AND INFORMATION SECURITY

<i>Code:</i>	POL.01
<i>Edition</i>	01
<i>Revision:</i>	00
<i>Revision date:</i>	04/01/2022
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<i>Confidentiality level:</i>	Public
<i>Approval</i>	LUCIDO Rosolino

Revision Index

<i>Date</i>	<i>Rev.</i>	<i>Created by</i>	<i>Revisions Description</i>
04/01/2022	00	ACF Macaluso Engineering srl	First issue

SOCIETÀ TURISTICA ADDAURA is committed to a constant search for excellence and competitiveness with the aim of retaining its customers for whom it aspires to be a solid, competent and reliable partner able to provide solutions based on their needs. From its foundation to today, it has embraced some important corporate values that allow it to operate on the market with professionalism, competence and compliance with regulatory and ethical rules.

SOCIETÀ TURISTICA ADDAURA has always been committed to identifying the needs of its customers, ensuring maximum satisfaction with the intention of creating value and at the same time identifying present and future needs for the success of the Organization.

With this in mind, it has implemented and maintained a Quality Management System certified according to the UNI EN ISO 9001: 2015 standard, which promotes a process approach based on Risk Based Thinking, in order to ensure business continuity also in case of adverse situations.

SOCIETÀ TURISTICA ADDAURA in carrying out its activities of providing services to customers, it needs all its resources: personnel, information, systems and infrastructures, to guarantee the confidentiality, integrity and availability of information. Since information security is an indispensable factor for the protection of one's own information assets and that of one's customers.

SOCIETÀ TURISTICA ADDAURA in carrying out its activities of providing services to customers, it needs all its resources: personnel, information, systems and infrastructures, to ensure respect, protection and promotion of the environment in accordance with ISO 14001.

SOCIETÀ TURISTICA ADDAURA has established a Management System for services to tourists and visitors in accordance with the ISO 13009: 2018 Standard, an important reference for both beach operators and users, through sustainable management and planning, to beach properties, sustainable infrastructure and the needs related to the provision of services, including beach safety, information and communication, cleaning and waste removal.

SOCIETÀ TURISTICA ADDAURA it is also strongly convinced that the protection of health and safety in the workplace represents a primary value without which it is not possible to plan sustainable, effective and lasting

developments for the company. In sharing the above principle with all staff, the Management has decided to implement and implement a Health and Safety Management System in the workplace in compliance with the UNI ISO 45001: 2018 standard and current laws.

In order to better manage its processes, thanks to an overview of the peculiarities of each management system, SOCIETÀ TURISTICA ADDAURA has chosen to adopt and maintain an Integrated Management System for Quality, Health and Safety on the Work, environmental protection and beach safety, certified according to UNI EN ISO 9001: 2015, ISO 14001: 2015; ISO 45001: 2018, ISO 14001: 2015 and UNI ISO 13009: 2018 (SGI), considering it an effective added value for the organization in terms of excellence and reputation towards the outside.

The decision to integrate the Quality Management System with the Occupational Health and Safety Management System, with the Environmental Protection System and with the Management System of beach activities therefore arises from the desire to operate with a view to effectiveness and global efficiency, adopting tools that allow you to keep company processes and activities under control.

The Management of SOCIETÀ TURISTICA ADDAURA, in relation to the decision to implement, carry out and keep active its Integrated Management System for Quality, Environment, Health and Safety at Work and activities on the beach, defines the following Integrated Management System Policy based on the following principles:

- Regularly determine, understand and meet customer needs;
- Determine and address the risks and opportunities that can affect product and service compliance and the ability to increase customer satisfaction
- Maintain the focus on increasing customer satisfaction;
- Ensure that all company structures and therefore that all human resources operate according to organizational methods aimed at customer satisfaction;
- Manage the process of providing services for customers taking into account the context in which one operates and the influences that this could have on the correct performance of operational activities;
- Carry out periodic surveys on the level of Customer Satisfaction, with the aim of focusing on any shortcomings that do not emerge from internal audits;
- Maintain maximum punctuality in the provision of services to the Customer, ensuring them maximum flexibility of services, responding to requests in the shortest possible time, and maximum support for the resolution, in a short time, of complaints and problems;

- Meet optimally customer needs in compliance with the regulatory and legislative landscape to which it is subject, always guaranteeing an absolute level of confidentiality.
- Prefer an analytical approach rather than a technological one, also in order to identify the most effective solution in terms of costs and savings for the customer, defining IT procedures oriented to the most appropriate organizational models.
- Constantly monitor suppliers of raw materials and external processing;
- Maintain an attitude of maximum fairness with Suppliers, avoiding personal relationships that produce favoritism or discrimination, bearing in mind that there cannot be operational spaces outside the company relationship.
- Maintain a high professional level of employees, collaborators, professionals because this is a prerequisite for achieving the other objectives: standardizing technologies, and recognizing the human factor as a differential aspect of the organization.
- Improving the economic margins of work through a more efficient organization, using, without excessive waste, all available resources and at the same time ensuring compliance with current legal provisions.

In the activities of Tourist services and related services on the beach *SOCIETÀ TURISTICA ADDAURA* follows and applies the following principles:

- Ensuring the safety of the beach in accordance with the company business requirements, as well as current regulations as well as contractual obligations;
- Ensure signage, access and division into zones;
- Ensure supervision and rescue;
- Ensure the quality of the water;
- Ensure the safety and contractual services of the bathing establishment

SOCIETÀ TURISTICA ADDAURA considers the application of the principles essential in accordance with ISO 13009 to obtain the following benefits:

- providing coherence and credibility to beach management issues;
- improve the visibility of beach problems in the political sphere by defining coastal legislation and regulation;
- harmonize national practices in global systems;
- improve understanding and information on the risks and problems of the beach;
- increase leisure and access to beaches and waters near the coast;
- encourage monitoring and evaluation;
- provide information on general environmental management on the beach;
- contribute to increasing public awareness and commitment to sustainable development;
- contribute to the environmental protection of the beach;
- improve the tourist experience and user satisfaction by providing a quality service, in order to build customer loyalty and increase the tourist demand of the destination and therefore the economic growth of the area.

Safeguarding the health of workers *SOCIETÀ TURISTICA ADDAURA* follows and applies the following principles:

- Ensure compliance with the legal requirements regarding the prevention of health and safety in the workplace;
- Identify all the hazards to the health and safety of workers connected to the activities carried out and, consequently, to assess, manage and monitor occupational risks, with the aim of reducing the number of accidents, avoiding the onset of occupational diseases and, in general, to pursue the continuous improvement of working conditions and the well-being of workers;
- Promptly identify and comply over time with the legislation applicable to the company activity in the field of health and safety at work, both mandatory and voluntarily adopted by the company, also addressing, if necessary, qualified external specialists and consultants and experts in the field;
- Clearly define the roles, tasks and responsibilities of each company figure regarding safety management;
- Provide its workers, as well as all the figures and users concerned, with the knowledge and skills sufficient and necessary to carry out their tasks not only productive but also related to the management of safety at work, making them aware of the principle that everyone those who play an active and important role in identifying critical safety situations, both for themselves and for their colleagues;
- Involve and consult workers, in order to identify areas for improvement in the field of health and safety at work;
- Inform and train all staff on the occupational health and safety management system and its application within the Company (All Offices and Workplaces);
- Manage the workplace, design and implement any changes or new activities in order to take into due account the safety aspects;
- Ensuring the systematic assessment of the safety performance of the workplace, through the implementation of a monitoring system, on the basis of which to implement continuous improvement actions;
- Communicate with customers, suppliers, contractors and contractors, the working population to improve workplace safety;
- Cooperation with the contracting authority to establish and update emergency and safety procedures;
- Protect the health and safety of workers through periodic health checks and staff training, both with training during the first placement in the workplace and with continuous training;
- Protect particularly sensitive workers, such as minors, pregnant workers, working mothers and workers with disabilities;
- Ensure sufficient human resources to manage work processes and workloads, in order to avoid compromising the psychophysical well-being of workers;
- Give priority to preventive actions and internal checks in order to avoid and minimize the probability that accidents, injuries and dangerous situations may occur;
- Pursue continuous improvement in the protection of the health and safety of workers, in all workplaces, always setting new goals and ensuring the

maintenance over time of the Management System implemented in full compliance with laws and regulations;

- Ensure compliance with the ISO 45001: 2018 standard and its continuous improvement

To facilitate the achievement of these objectives, the Company Management of SOCIETÀ TURISTICA ADDAURA srl undertakes the following commitments:

- defining, reviewing and keeping the strategic lines of development of the Company defined in this Quality and Safety Policy constantly updated and appropriate for the purposes of the organization;
- ensure the constant progress and expansion of the Company;
- make available the resources necessary for carrying out and controlling the activities and for their continuous improvement;
- comply with all legal requirements and regulations;
- communicate, within the Company, its intentions and objectives, through the dissemination of this Quality and Safety Policy, so that it is understood and supported at all levels of the organization;
- ensure that this document is available to the public.

The Management considers this Policy framework of reference for the management of its Quality System and for the annual definition and review of its specific objectives.

The Policy is disseminated to all the collaborators of SOCIETÀ TURISTICA ADDAURA srl and made available to the remaining interested parties.

The Management wanted to define a Code of Conduct as a fundamental tool for the pursuit of the objectives set in accordance with this Policy.

This code, developed in the following points, is adhered to by the staff and all collaborators of SOCIETÀ TURISTICA ADDAURA srl to whom it is disseminated together with this Policy.

- 1 C Build a relationship with the customer by affirming the principle of productive collaboration.
- 2 Address the problems, identifying the concordant points and equitably mediating the divergent ones. Working to consolidate by seeking an answer to mutual needs with the aim of always building and never destroying.
- 3 Carry out your work with attachment and passion, collaborating constructively with all colleagues, intervening, supporting and correcting those who are wrong in their work or dissipating corporate assets.
- 4 Prevent and reduce risks to the health and safety of workers, in particular:
 - a. prevent risks at source, i.e. in the design phase, choice of materials, identification of methods and technologies;
 - b. ensure that the work environments are suitable, safe and ergonomic for carrying out the activities;
 - c. protect the health of workers through continuous health

- monitoring and its evaluation;
 - d. reduce accidents and occupational diseases affecting workers;
- 5 Create and maintain a corporate culture oriented towards Quality, the protection of workers and the security of information, through the dissemination of this Policy and the sharing of objectives for continuous improvement;

According to in accordance with the Principles and Objectives for Quality, for the protection of workers and for the safety of the beaches and the entire bathing establishment, the Management of SOCIETÀ TURISTICA ADDAURA approves and issues this integrated document of the Quality Policy and fully supports a program for implementation and maintenance, also drawing the attention of its staff to these aspects.

Palermo (PA), 04/01/2022

DGE ROSOLINO LUCIDO



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