

 <b>MAXIMUM TURBINE EUROPE</b>	<b>QUALITY, ENVIRONMENT AND SAFETY POLICY</b>	Annex 1
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Maximum Turbine Support Europe srl management is committed to pursue a policy that places the customer at the center of its activities.

In particular, customer satisfaction is pursued through verification activities and constant updates on services and products offered.

What above is achieved through offering flexibility to adapt all processes to particular needs, might them be implicit or explicit, related to the fulfilling of contractual agreements.

Customers play a central role in the success of Maximum Turbine Support Europe srl. Knowing and understanding their needs becomes key to the business relationship to provide products and services meeting or exceeding requests and needs.

Customer satisfaction is fundamental for our company and this will be measured through questionnaires sent to customers and through the analysis of complaints.

The goals of Maximum Turbine Support Europe srl are:

- **Improvement of image and market reputation**, therefore: increase in the number of customers and revenue, territorial expansion of the company and entry into new market areas;
- **Satisfaction of the interested parties (partners, customers, users, suppliers and stakeholders)**, therefore: achievement of the budget objectives, increase in employment, wage improvement, reduction of absenteeism and reduction of cancellation of the dispute with employees , constant reduction in the number of complaints, high level of customer satisfaction, partnership agreements with suppliers;
- **Respect of explicit and implicit contractual commitments;**
- **Care of communication to the customer and to stakeholders;**
- **Customer assistance;**
- **Adoption of the most modern customer support techniques**, which is pursued through a constant activity of training and updating of company management and of employees who hold roles of responsibility;

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- **Respect for the environmental legislation in force;**
- **Respect compliance with workplace regulations with particular attention to workers' health.**
- **Focus on developing a socially responsible work environment and fostering the professional growth of all employees, in compliance with all local, national and international (ILO) and human rights (UN) laws, also with respect to all stakeholders (stakeholders).**

These objectives are defined annually by the Top Management and communicated to all staff.

It is the will and commitment of Maximum Turbine Support Europe that the principles of social responsibility are pursued by all national and international suppliers enrolled in the supply chain of the products covered by its activity. Because of this reason, Maximum Turbine Support Europe pledges to ensure compliance with fundamental working conditions in the internal work environment and in the supply chain: respect for the freedom and dignity of employees and members.

More precisely, attention is focused on the following:

1. **Child and child labor:** the use of child and child labor is prohibited within the age of 16;
2. **Forced and compulsory labor:** the use of forced and forced labor is prohibited; it is forbidden to employ personnel against their will and to resort to any form of work under punishment threat;
3. **Health and safety of workers:** safety and health are always guaranteed.
4. **Dignity and Respect:** we recognize the inalienable right of our employees, suppliers, customers, and other stakeholders to be treated with dignity and respect. All individuals involved in our activities must be treated with courtesy, fairness, and consideration.
5. **Serene and safe working environment:** we are committed to providing a safe, serene, and conducive working environment that fosters interpersonal relationships and communication based on mutual respect. The safety and well-being of our employees are of the utmost importance.
6. **Promotion of psychophysical well-being:** we consider psychophysical well-being and psychological serenity in the workplace as strategic factors, both for the organization and human resources management.
7. **Respect for diversity:** We recognize diversity as a valuable resource and promote respect for individual differences, including ethnicity, gender, sexual orientation, age, abilities, religion, cultural background, and more. Every worker is a valuable member of our team.

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**8. Inclusion and welcome:** We are committed to creating an inclusive work environment where all employees feel welcomed, valued, and are considered an integral part of our corporate community. Everyone should have the opportunity to fully participate in company activities.

**9. Equal opportunities:** we guarantee equal opportunities for development, career advancement, and training for all employees, regardless of any personal features. Recruitment, promotion, and evaluation decisions will be based solely on merit and competencies.

Furthermore, MTS Europe has integrated into its policy the recent priorities and needs arising from the current situation dictated by the Covid-19 pandemic, including compliance with current regulations, employee education and training, and adjustment of relationships with customers and suppliers, to ensure the safety and health of all individuals involved in production and service processes. The document will be reviewed at least once a year and updated with changes to the analyzed factors.

The MTS Europe Srl Management



Calenzano, 24.01.2024