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

In particular, satisfaction is pursued through moments of verification and updating on topics related to the services and products offered.

In addition, the same behaves and adapts all processes to the citations in judgment particular requirements, implicit and explicit, detecting and monitoring the achievement of the agreed objectives in the contractual phase.

The customer plays a central role in the success of Maximum Turbine Support Europe srl.

The objectives of Maximum Turbine Support Europe srl are:

- **Improved improvement of image and market reputation**, and therefore: increase in the number of customers, increase in revenue, territorial expansion of the company and entry into new market areas;
- **The satisfaction of the interested parties (partners, customers, users, suppliers and stakeholders)**, and 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 compliance with explicit and implicit contractual commitments;**
- **The care of communication to the customer and to stakeholders;**
- **Customer assistance;**
- **Adopting 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;
- **The respect for the environmental legislation in force;**



- **Respect compliance with workplace regulations with particular attention to workers' health.**
- **The importance of 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).**

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 undertakes to ensure compliance with the 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.

The pursuit of these objectives and the intention of the company to focus on its customers and their needs has been monitored through customer satisfaction and claims analysis. Because of that, Maximum Turbine Europe increases its market positioning and makes customer satisfaction a factor with regard to enhancing market competitiveness.

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

The MTS Europe Srl Management

Sesto Fiorentino, 03.04.2019