The purpose of this document is to describe the fundamental corporate strategies for the management aimed at achieving **customer satisfaction, protection of workers' health and safety and environmental sustainability** in its activities of designing and providing vehicle transport and storage services, inspection services, specific outfitting and vehicle restoration through bodywork and vehicle washing, distribution of vehicle spare parts.

These strategies are the drivers that, together with technical expertise, lead to compete on the market in the most effective way; they can be summarised in the Company Mission: to be a fundamental and strategic link in the global value chain of the automotive system through the added value of its services aimed at the maximum satisfaction of customer needs and therefore to its own business with a view to complete environmental compatibility, protection of workers' health and safety and social sustainability.
These strategies are defined in absolute coherence with the Organisational Model pursuant to Legislative Decree 231/01 and subsequent amendments and additions, the Code of Ethics and the SA8000 Corporate Social Responsibility Policy.

In line with the constant growth in general awareness of Environmental and Occupational Health and Safety issues, Bertani Trasporti S.p.A. constantly promotes the development and dissemination of environmental sensitivity to all interested parties by fulfilling compliance obligations while evaluating the environmental impact of its business activities, especially on emergency situations.
The customers and their needs are taken into the utmost consideration: constant attention is paid to satisfying all their requests and reading their needs so that they can be translated into services that meet their expectations.

The Company makes precise commitments to:

- Ensure the reliability, timeliness and conformity of vehicle transport, storage, inspection, fitting, repairing and washing services, as well as the distribution of spare parts, in accordance with the requirements agreed with the Customer and all other applicable requirements;
- Ensure the protection and integrity of vehicles and goods entrusted by Customers throughout all stages of receipt, handling, transport, storage, processing and delivery by adopting measures to prevent damage, deterioration, loss and errors;
- If applicable, ensure the identification and traceability of vehicles, spare parts and related information throughout every process, as well as the accuracy and reliability of records;
- Ensure that vehicle inspections, fittings and restoration activities are carried out in accordance with defined requirements and criteria, ensuring appropriate controls during every process and before the release of the vehicle;
- Pursue the prevention of nonconformities and the continuous improvement of processes through the analysis of risks and opportunities, complaints, damages, operational anomalies and their causes;
- Qualify, monitor and review the performance of suppliers and external partners that may affect the quality and conformity of the services provided;
- Develop and maintain workforce skills learned throughout the Company's processes, while promoting the awareness of their contribution to quality and Customers' satisfaction;
- Provide Customers with reliable and timely information on the work progress, and promptly manage any

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anomalies, complaints and reports;

- Systematically monitor Customer satisfaction and process performance through relevant and measurable indicators, using the results to define and review Quality objectives, or identify opportunities for improvement;
- Promote the continuous improvement of the effectiveness of the Management System and the Company's performance, in line with the Context of the Organization, the strategic direction established by Management and the needs of relevant interested parties;
- meet all mandatory and applicable requirements for the organisation;
- ensure the protection of workers from hazards and the elimination of occupational injuries, illnesses, diseases, accidents and deaths;
- ensure the management of injuries and accidents;
- ensure working environments, machinery, plant and equipment that are capable of protecting the health and safety of its own personnel and any external personnel present, considering it a productive investment and a factor of growth and added value for the company itself. This implies establishing and maintaining provisions for emergency prevention, preparedness and response, fire safety management, sharing coordinated emergency plans with the neighbourhood, communicating and monitoring health, safety and social responsibility requirements throughout the supply chain*;*
- seek opportunities for applicable technological innovation to improve working conditions;
- spread and consolidate a culture of safety in terms of prevention by developing risk awareness and promoting responsible behaviour by all persons*;*
- ensure that workers and their health and safety representatives are consulted, informed and trained on all aspects of H&S, including emergency procedures associated with their work*;*
- ensure that sufficient personal protective equipment (PPE) is available for workers who need it. Such equipment must be provided free of charge by the company to workers*;*
- pursue the continuous improvement of environmental performances while reducing its impact on climate change, particularly by:
  - ✓ Controlling greenhouse gas emissions;
  - ✓ Reducing atmospheric pollution caused by the Company fleet: prevent any form of pollution, in particular generated by atmospheric emissions from circulating vehicles (CO_2) responsible for the greenhouse effect and global warming, including ensuring timely intervention in the event of environmental emergencies;
- reduce energy and water waste: contribute to the elimination of waste and the saving of resources, particularly energy resources, always seeking maximum efficiency in all activities conducted and favouring renewable energy sources;
  - ✓ reduce the use of plastic, paper and non-disposable materials;
  - ✓ properly manage hazardous waste and reduce undifferentiated waste;

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- ✓ choose suppliers that support the sustainable growth, e.g. through the recycling process of their production;

- disseminate and consolidate an environmental culture by defining environmentally friendly management methods for all activities conducted;
- guarantee its customers the availability of an IT interface to check the real-time status of their vehicles;
- pursue continuous improvement of one's own performance measured through the identification of Key Performance Indexes monitored regularly.
- disseminate this Integrated Quality, Environment, Health and Safety Policy to all interested parties.

As far as environmental commitment issues are concerned, see also the specific commitment document 'Environment and Energy Policy' published on the company portal www.bertanitrasporti.it .

For Corporate Social Responsibility, please refer to the specific Policy also on the company website www.bertanitrasorti.it .

This document is periodically reviewed by the Management in order to ensure its continued relevance and adequacy in relation to internal and external organisational, regulatory or legislative changes or changes in stakeholders.

This document is communicated to all internal stakeholders and made available to external stakeholders through its publication on the company website, so that everyone can know and respect it.

Castiglione delle Stiviere (Mn), 13/10/2026

General Directorate

ID Sergio Bertani
15/10/2026 09:16:53 UTC+0200

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