



QUALITY, ENVIRONMENTAL, SAFETY AND SECURITY, SOCIAL ACCOUNTABILITY POLICY

INTEGRATED MANAGEMENT SYSTEM POLICY

NUOVI ORIZZONTI Società Cooperativa Sociale is aware of the importance and necessity of using an integrated management system for quality, environment, health and safety in the workplace and social responsibility, recognized internationally, in order to pursue its mission as a "social enterprise" in the area of employment services for people with disabilities, cleaning (civil and hospital), green maintenance, subsidiary services for teaching activities, call centers, maintenance services, portage and logistics archiving, and, with the merger with the Alveare type A social cooperative, the reception service for minors in difficulty. To this end, it works to create the best working conditions for members and employees, combining practices guided by the ethics of responsibility and sociability with the quality of the services provided and the safety of the working conditions of its employees

The decision to adopt an INTEGRATED System complying with the above-mentioned Standards arose from the need to regulate in a clear and unambiguous way the performance of the work, by means of a reference document (the Integrated Management Manual), on the basis of which optimize the organization of resources and set qualitative objectives aimed at reducing as far as possible the occurrence of situations and conditions of non-compliance in relations with customers, users and employees.

Another main purpose of the Direction of NUOVI ORIZZONTI Società Cooperativa Sociale is to create a management system that eliminates or reduces risks for employees and other interested parties, a system that adequately implemented and maintained and improved increases, through the -fusion of its Security Policy, the culture of safety, quality and the environment to the people working in the organization

Furthermore, the potential for expansion on the market, which is considered possible thanks to the consolidation of the current image of the organization, due to obtaining the certification according to the UNI EN ISO 9001: 2015 standard, the UNI EN ISO 14001: 2015, the UNI ISO 45001, the UNI EN ISO 18295:2018, UNI 10928 and SA8000: 2014.

Finally, considering that compliance with the mandatory regulations concerning the environment, OH&S and social responsibility are an essential and essential pre-requisite for the implementation of an integrated Management System and that the organization has already verified. the existence of this pre-requisite, the management has set specific objectives for quality, for the environment, for safety and for social responsibility, bearing in mind the following requirements:

- Company context
- Management, politics and responsibility
- Processes to plan and consider risks and opportunities
- Processes related to customers, products and services
- Performance evaluation processes
- Processes for improvement



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QUALITY POLICY

Quality objectives:

- Meet the needs and expectations of customers and users of services
- To guarantee an adequate level of personnel training that allows a continuous improvement of service delivery.
- Monitor all processes in order to identify any improvement actions;
- Involve all staff in the processes of continuous quality improvement

Quality commitments:

- Implement the management system through a continuous process of adaptation to standards and continuous monitoring of activities and results, adopting the concept of continuous improvement as the guiding principle;
- Document, implement, maintain active, communicate and make quality policy accessible to all internal and external stakeholders;
- Respect the currently applicable legislation

SECURITY POLICY

Safety objectives:

- Reduce and eliminate any injuries and illnesses arising from work activities;
- Improve risk management;
- Constantly guarantee an adequate level of training;
- Reduce potential and real causes of injury through corrective and preventive actions;
- Verify in a timely manner compliance with legal obligations;
- Making communication between company and workers continuous and effective with meetings in which safety and health are discussed;
- Improve the monitoring of the level of risk control in order to minimize it through actions of continuous improvement.

Safety commitments:

- Respect the current applicable legislation on Occupational Safety and Health and verify its continuous updating;
- Comply with the requirements of the ISO45001.
- Make available all necessary human, material, financial and instrumental resources.



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- Recall the whole organization on the importance of compliance with the safety and health requirements of the developed safety management system, of the legal and regulatory requirements.
- Establish measurable objectives and indicators that can constantly monitor the system's ability to achieve the initial objectives set.
- Communicate the Safety Policy and the annual objectives to workers each according to their assignments and competences through meetings that involve staff so that it is in-formed and that the contents are understood and supported at all levels.
- Consider the Safety Management System as an integral part of company management.
- Ensure that workers are sensitized and trained to do their job safely and to assume their responsibilities in the area of OSH.
- Involve and consult workers also through their security representatives.
- Periodically review the implemented policy and management system

POLITICS FOR SOCIAL RESPONSIBILITY

Goals for social responsibility:

- Supporting the importance of business ethics values, both from a purely internal point of view, with the aim of developing a socially responsible environment in compliance with local and supra-national laws and human rights
- Ensure the satisfaction of workers through continuous improvement of working conditions respecting the principles of social responsibility and enhancing their human resources through the care of aspects related to personal safety and workplaces in strict compliance with the rules in force in matters of personnel, the detection and the constant management of suggestions and the reasons of dissatisfaction. Ensure the adoption of anti-discrimination behavior.
- Involve all staff in the processes of continuous improvement of safety and social responsibility

Commitments for Social Responsibility:

- comply with all the requirements of the SA8000 Standard and comply with the international instruments, regulations and their interpretation and comply with the applicable national laws, with the laws applicable to its sector of activity, to comply with the principles of the ILO Conventions below -you
- Sharing company policy transparently with customers, suppliers, subcontractors and subcontractors
- Comply with the prescriptions of the SA8000 standard regarding child labor, forced labor, health and safety, freedom of association and the right to collective bargaining, discrimination, disciplinary procedures, working time, remuneration, management system; New Horizons, in particular, undertakes to ensure that the following requirements are met in both the internal work environment and the supply chain:
 - Guarantees respect for freedom and human dignity



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- It is forbidden to resort to any form of physical, bodily and mental coercion, verbal offenses or any offense against the dignity of any person.
- The support, respect and defense of internationally recognized human rights is guaranteed.
- Child labor is not used in the activities
- In the event that the organization should find young workers at work, either inside or at its suppliers, it must in any case ensure that they can attend the school in such a way that the total time spent at school, work and transfers, do not exceed 10 hours per day.
- The use of child labor must not, however, represent a means of economic exploitation; it must not expose children to risks relating to their health and safety or to their physical, mental, spiritual, moral and social development.
- The organization does not resort to forced or forced labor - It is forbidden to support the use of personnel against their will and to resort to any form of work under the threat of constraints
- Develops and maintains fair procedures for managing employee complaints and disciplinary practices.
- The organization provides a safe and healthy workplace, with particular reference to careful assessment and risk management and an appropriate training program.
- Respect for the right of trade union freedom and collective bargaining
- No obstacles to the election of union representatives or registration with trade unions for their employees.
- Trade union representatives are in no way discriminated against.
- Facilitates regular consultations with all employees to address critical issues.
- Right to a decent salary and a correct working time
- The organization guarantees the recognition of the salary required by current legislation, supplemented by collective bargaining, which implements the satisfaction of the primary needs of the staff as well as providing discretionary gains, thus ensuring a dignified life for the whole family.
- The work must not exceed 48 hours per week, including overtime, which must be carried out only in exceptional cases. In any case, at least one free day per week will be guaranteed.
- Right to an equal wage between men and women and absence of discrimination
- Any impropriety that affects the right to equal pay for men and women for the same job is forbidden. The right to equal opportunities must also be respected during hiring or dismissal and in the event of promotion and training.
- Any form of discrimination is forbidden, including exclusion or preference based on race, sex, age, religion, political opinion, nationality or social class.
- Ensures that the composition of salaries and extra benefits is regularly and clearly detailed and that the compensation is paid in full compliance with the applicable laws.
- Commitment to economic, environmental, social and educational development



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- Define and continually update this "Social Responsibility Policy" and apply and comply with all the requirements of the SA8000 standard, as well as all relevant national and international regulations;
- Clearly and documented the roles, responsibilities and authorities of the individual person;
- Periodically examines the effectiveness of the system and provides, if necessary, corrective or preventive actions, with a view to continuous improvement;
- Document the performances in relation to all the requirements of the standard, through appropriate registrations and communication of the results both within and to the other interested social parts;
- Ensures that all personnel receive adequate training on the requirements of the standard and a system to monitor the effectiveness of the system is defined;
- Select and evaluate suppliers also on the basis of their ability to meet the requirements of the standard;
- Plan and apply appropriate corrective actions following identification of non-compliance.
- undertakes to ensure a work environment in which workers can freely express criticism.
- Communicate with the Annual Report in a clear and transparent manner to all interested parties, the company's performance in relation to aspects of Social Responsibility (child labor, forced and compulsory labor, health and safety at work, freedom of association and the right to collective bargaining, discrimination, disciplinary procedures, working time and remuneration criteria).

PURCHASING POLICY

NUOVI ORIZZONTI intends to establish collaborative relationships with its suppliers by adopting ethical behavior based on the principles of correctness, reliability and transparency.

NUOVI ORIZZONTI intends to launch a series of actions to encourage and share the principles of the Policy related to Social Responsibility SA8000:

- promote adherence to the principles of Social Responsibility and support companies wishing to join;
- start informative meetings aimed at companies to promote membership of Social Responsibility;
- inform, when requested, on Social Responsibility, social report, code of ethics, environmental certifications.

NUOVI ORIZZONTI, aware of the fact that the image in the sphere of Social Responsibility in relation to the stakeholders can be damaged by incorrect actions taken by partners and suppliers, acts in full transparency.



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PERSONAL POLICY

Nuovi Orizzonti complies with local and national laws as well as international standards regarding human and labor rights, in order to enhance and protect personnel falling within its sphere of control and influence.

In compliance with the regulations in force in the field of work, in line with national bargaining and with its own SA8000 Social Responsibility Policy, it adopts this Personnel Policy characterized by:

- attention to employees and collaborators and commitment to offer them opportunities for personal and professional growth, enhancing their skills and abilities as well as developing their potential;
- respect for values and protection of rights.

Personnel are hired with a regular employment contract, as no form of irregular work, exploitation, forced labor, compulsory or child labor is tolerated.

Communication with employees is based on transparency, clarity and completeness.

Nuovi Orizzonti guarantees the correctness and impartiality of the personnel selection and recruitment process.

The remuneration and incentive policies are aimed at guaranteeing remuneration levels at the same position and at the same level of responsibility.

In order to reconcile work commitments with family and personal needs, employees can use flexible and part-time working hours, in compliance with the contractual rules provided, taking into account service requirements.

Workers are recognized as paid absences provided for by law, by national collective agreements and by supplementary company contracts for marriage, death of a family member, pregnancy, breastfeeding, maternity / paternity leave, children's illnesses, medical examinations and clinical analyzes, study, assistance to disabled family members and blood donation.

Compatibly with the organizational and production needs of the company, to further modulate the flexibility, workers can also be granted paid leave and / or permits with recurrence of the timetable.

Moreover, in case of justified personal or family reasons, periods of leave can be recognized (unpaid absence). An unpaid leave period is recognized for serious reasons relating to the personal situation.

Training, professional updating and the exchange of knowledge are fundamental elements to support the strategic and productive process, the development of the cultural and organizational system.

Nuovi Orizzonti guarantees its employees and collaborators working conditions that are respectful of their individual identity in healthy, safe, protected places that comply with current safety and health regulations.

Particular attention is paid to pregnant women, mothers and workers with disabilities.

New Horizons assesses risks and identifies the causes that determine work-related stress, to prevent the following measures: training courses, workshops, opinion surveys, dedicated teams, overtime reduction, flexible working hours and interventions on the premises in order to keep the organization of the workplaces adequate to better protect the safety of the workers, to make working conditions more comfortable.



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ENVIRONMENT POLICY

Objectives for the environment:

- Reduce the consumption of energy resources
- Communicate to the public the information necessary to understand the effects on the environment of the company's activities, pursuing an open dialogue;
- Promote the responsibility of employees of all levels towards the protection of the environment and implement personnel information and training programs;
- Ensuring cooperation with public authorities;
- Know the environmental management of its suppliers;
- To evaluate the introduction in the production process of raw and auxiliary materials that have a better environmental compatibility compared to those currently in use;
- Evaluate in advance the environmental impacts of new processes and modifications of existing installations;
- Control and reduce the production of polluting emissions into the atmosphere;
- Improve the management of waste produced;
- Take the necessary measures to reduce the environmental impacts associated with emergencies;
- Check environmental costs

Commitments to the environment:

- In relation to the nature and the dimensions of the environmental impacts deriving from the activities carried out by the NUOVI ORIZZONTI, the Management undertakes to:
- Preventing environmental pollution in all its forms
- Respect the applicable legal provisions concerning their environmental aspects
- Respect the stipulated requirements concerning their environmental aspects
- Continually improve your environmental performance



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POLICY FOR THE MANAGEMENT OF THE CALL CENTER

Objectives for Call Center management:

Call centers designed by NUOVI ORIZZONTI should focus on the following aspects:

- a) Processes (Flows)
- b) Human Resources (Selection, Training, Organization)
- c) Technology (Telecommunications and Information Technology)
- d) SLA (Service Level Agreement)
- with the aim of maximizing customer satisfaction
- guarantee the management of privacy and of the business continuity plan
- guarantee and plan an efficient management of human resources
- advise the client organization about the services provided on:
 - a) object of the service
 - b) type of channels and customer access details
 - c) working days and hours
 - d) any costs charged
 - e) requirements for access to the service

Commitments for Call Center management:

In the management of call centers NUOVI ORIZZONTI undertakes to:

- Implement a management system that allows a continuous process of adaptation to standards and continuous monitoring of activities and results;
- documenting, implementing, communicating and making accessible the strategy and policy adopted in the management of call centers;
- to apply an adequate and updated infrastructural architecture to the news in the Information technology
- high skills and continuous training of employed personnel
- Respect the currently applicable legislation



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POLICY AND PLANNING OF THE INTEGRATED MANAGEMENT SYSTEM

The Chairman of the Board of Directors, assisted by the representatives of the Directorate for Social Responsibility, Safety, Environment and Quality, by the employer delegated to security, is assured through:

Review management

Social Report

Annual meeting pursuant to Article 35 of Legislative Decree 81/08

that the Policy for Quality, Environment, Safety at Work and Social Responsibility:

- a) Be appropriate for the purposes of the organization;
- b) Include the commitment to meeting the requirements and continuous improvement;
- c) Have a reference framework to define and review the planned objectives;
- d) Be reported and understood at all levels of the organization.

The Chairman of the Board of Directors establishes the objectives for quality, safety and social responsibility for all the functions of NUOVI ORIZZONTI by issuing appropriate Plans for improvement objectives.

The present policy:

- ✚ It is available on paper for externals that request it from the NUOVI ORIZZONTI operational units and is published on the intranet network and on the Cooperative website;
- ✚ It is transmitted by post, fax or e-mail to those who request it in another way.

COMPLAINTS OR SUGGESTIONS

Workers can address complaints anonymously, including the certification body:

RINA S.p.A - Via Corsica 12, 16128 Genoa, Italy or the SAAS, Social Accountability 8000, e-mail

SA8000@rina.org

saas@saasaccreditation.org

Rev. 09 del 04/07/22	Prepared (Head of the Integrated Management System and the Representatives of the ISO 9001 / ISO 14001 /ISO18295/ SA8000 / ISO45001/UNI10928) Paola Cortiglioni	Verified and Approved Vice Chairman of the board of directors Special Prosecutor Emanuele Santini
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