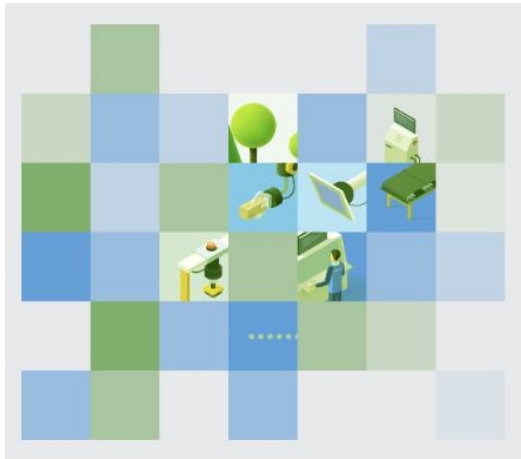


	<b>COMPANY POLICY</b>	<b>M5-02</b>
		Revision 06/03/2025



Our scope of application refers to the activities of:  
**DESIGN AND MANUFACTURING OF MACHINERY AND  
SYSTEMS FOR PRODUCT HANDLING AND MOVEMENT.**

Revision	Description:	Prepared/Reviewed by RSQ	Approved by DA
06/03/2025	First Issue	F. Gastroni	R. Gastroni

	<h1>COMPANY POLICY</h1>	<b>M5-02</b>
		Revision 06/03/2025

In all actions and decisions, as well as in appearance and behavior both inside and outside **M.H. Material Handling**, our employees and collaborators comply with the Company Policy, the company profile and its principles, which are the foundation of our code of conduct.

**M.H. Material Handling** is committed to pursuing this Company Policy, always supporting it and disseminating it to its employees, customers, suppliers and all stakeholders involved in the production process of the company for the **DESIGN AND MANUFACTURING OF MACHINERY AND SYSTEMS FOR PRODUCT HANDLING AND MOVEMENT**.

Company Management firmly believes in the principles listed in this policy, which represent the tool for the continuous satisfaction of customers and employees. The success of **M.H. Material Handling** must be a success for all: customers, employees, partner companies of **M.H. Material Handling**, and Management.

The policy of **M.H. Material Handling** is as follows:

1. The company aims to always be **clear and transparent** with customers;
2. The primary objective of **M.H. Material Handling** is **customer satisfaction**, aiming to become the main supplier/partner for **the design and manufacturing of machinery and systems for product handling and movement**;
3. **M.H. Material Handling** seeks to **establish new partnerships with other companies** always maintaining ethical and correct behavior;
4. **Continuous technical updating** and the exploration of new topics are fundamental for **M.H. Material Handling**;
5. **M.H. Material Handling** selects and will continue to select **highly technically skilled personnel** characterized by **ethical and correct behavior**, **NOT tolerating discrimination based on gender, religion or nationality**;
6. **M.H. Material Handling** must **continue to grow over time** as it firmly believes that growth is both the result and the objective of success;
7. Tasks and roles must **always be clear and shared**; **M.H. Material Handling** adopts accountability as an organizational principle;
8. Work organization must be **standardized and precise**;
9. **M.H. Material Handling** is committed to defining **performance and control indicators** at all levels to monitor whether the company is moving in the right direction;
10. **M.H. Material Handling** aims to create a **stimulating work environment and to provide incentives** based on objectives;
11. **Internal and external communication** is one of the fundamental processes of **M.H. Material Handling** the company is committed to making communication as effective as possible;
12. **Priorities and workloads** are properly defined;
13. **M.H. Material Handling** pursues **continuous improvement**;
14. **M.H. Material Handling** is committed to creating an **optimal working environment**;
15. **M.H. Material Handling** is committed to **creating jobs and new opportunities**.

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## Sustainable development of the organization.

M.H. Material Handling pursues sustainable development and is committed to considering economic, ecological, climatic (including even catastrophic climate change) and social aspects with a balanced approach. In this way, it aims to be an exemplary employer with a stimulating and motivating corporate culture, focused on continuously reducing its ecological footprint.

## Customers.

Customer orientation for M.H. Material Handling means promptly recognizing customer needs in order to develop and maintain a service offering aligned with market demands. The objective of M.H. Material Handling is to improve customers' business performance. M.H. Material Handling provides complete services from a single supplier and aims to establish long-term relationships with its customers.

## Employees and collaborators.

For M.H. Material Handling, the technical, social and relational competence of its employees and collaborators is of primary importance. In order to respond professionally to customer needs, M.H. Material Handling offers targeted training courses and sessions for both initial and continuous professional development. Our company follows a **ZERO TOLERANCE** policy towards discrimination based on gender, religion or nationality.

## Market.

M.H. Material Handling, aims to establish itself in the market as a leading organization in both qualitative and quantitative terms for the production of machinery according to customer specifications, thereby strengthening customer trust. In neighboring countries and regions, it aims to achieve qualitative leadership.

M.H. Material Handling recognizes the following five principles: **credibility, neutrality, independence, honesty and incorruptibility**, requiring their observance by all collaborators. Based on these principles, the following code of conduct applies to all employees and external collaborators of M.H. Material Handling.

The five principles mean:

**Credibility:** sincere, reliable, conscientious, professional.

**Neutrality:** impartial, aligned with the company policy of M.H. Material Handling

**Independence:** free from conflicts of interest, independent from stakeholders except for M.H. Material Handling itself and the customer.

**Honesty:** upright, ethical, transparent.

**Incorruptibility:** not influenced, full personal responsibility for decisions, clear refusal of gifts or favors of any kind beyond normal hospitality intended to influence decisions.

## Guarantee of principles.

In the event of reasonable suspicion of influence that could undermine compliance with the values of the code of conduct, Management must be informed. All collaborators are required to support the Company Policy with commitment and responsibility.