

Customer Health and Safety Policy

M.M. designs and manufactures customised FRP (Fiberglass Reinforced Polymer) solutions tailored to Customer needs. The Company is committed to ensuring product quality, safety and reliability, environmental protection, occupational health and safety, social responsibility and information protection, creating value for Customers and stakeholders along the entire value chain, in line with the **United Nations Sustainable Development Goals (SDGs)**.

M.M. has implemented an **Integrated Management System (IMS)**, inspired by the principles of ISO 26000 on **responsible governance, transparency and fairness** and compliance with international laws and standards on **human rights, labour and the environment**, and certified to ISO 9001, ISO 14001, ISO 45001 and SA8000 standards. The Company also adopts an Organisation, Management and Control Model in compliance with Italian Legislative Decree No. 231/2001 to prevent risks of an ethical, social, environmental and health and safety nature, promoting conduct that complies with current regulations and the principles of its own Code of Ethics and Conduct.

M.M. invests in its wealth of ideas, values and, above all, its people, including through a **Charter of Values** founded on three distinctive pillars: **competence, innovation and passion**. Through the continuous development of the Management System, these values translate into concrete actions and represent a distinctive asset in its relationship with Customers, with the aim of offering a service that not only satisfies but also anticipates their needs, ensuring reliability, health, safety and quality, and strengthening mutual trust. From a **social responsibility** perspective, M.M. values its people, their skills and professional growth, promotes fair and safe working conditions, prevents discrimination and protects human rights, fostering continuous dialogue with internal and external stakeholders.

This approach includes **accident prevention and emergency management** related to health and safety, **pollution prevention and the reduction of environmental impacts** (waste, emissions, consumption), **improving energy efficiency and promoting the use of renewable sources**, with the aim of contributing to the reduction of emissions.

With these aims, M.M. values **collaboration with Customers and suppliers**, fostered by communication between M.M. personnel and external personnel (of the Customer and its representatives), with the aim of increasing the level of service and encouraging the professional growth of internal staff, employees, suppliers and Customers alike.

Commitment to Customers

M.M. has adopted this policy to define its commitments towards its Customers, encompassing their satisfaction and factors such as the culture of sustainability, and aspects related to health and safety during the production, installation, use and maintenance of its products.

To protect Customers and end users, M.M. guarantees:

- **Controlled design:** assessment of product risks, including foreseeable conditions of use and installation and maintenance activities.
- **Performance compliance and testing:** carrying out of tests and checks, and guaranteed traceability for batches and orders.
- **Clear information for the Customer:** support in identifying the most suitable product for the Customer's required solution, as well as the provision of instructions for the installation, use and maintenance of the products.
- **Management of complaints and non-conformities:** a customer care service and dedicated ticketing system, with fast response times guaranteed by prompt and effective action, through root cause analysis, the implementation of any corrective actions, and verification of the effectiveness of the action through a post-service questionnaire.
- **Product certifications:** the supply of products meeting safety, health and environmental protection requirements, distinguished by product certifications and environmental declarations that reflect a high standard of protection for its Customers and subsequent users.
- **Sustainability:** coordination and cooperation with the Customer during installation and maintenance activities, for the management of the safety of internal and external personnel - including any subcontractors - for the proper management of waste, and for a prompt response in the event of an emergency in order to protect the sites concerned. This shared interest also aims to respect and safeguard the personnel involved, in accordance with the Code of Ethics, internal regulations and the Organisation, Management and Control Model in compliance with Italian Legislative Decree No. 231/2001.

Supply Chain

To guarantee a high level of protection for its Customers, M.M. considers its suppliers to be an extension of its own processes and is committed to:

- **Integrating environmental**, health and safety and **ethical** criteria into the supplier selection and evaluation process
- **Monitoring** suppliers periodically to ensure alignment with company commitments
- Fostering **collaboration** with suppliers that adopt environmental and social management systems
- **Promoting the reuse** of materials **throughout the supply chain** and low environmental impact solutions
- **Involving suppliers** actively in the continuous improvement of sustainability

Data Protection and Information Security

To protect Customers, M.M. adopts rules and procedures aimed at **ensuring the confidentiality, integrity and availability** of personal data and confidential information. Security protocols are applied to prevent breaches through access controls and the training of internal personnel, to recognise and counter cyber threats, **reduce risk** and respond effectively to cyber events.

Monitoring and Communication

With the support of the HSE Manager, Senior Management is committed to periodically monitoring, during management review, the effectiveness of the policy, the achievement of the set objectives and the evolution of company needs, in order to define and constantly update targets consistent with its commitment to sustainability and the health and safety of Customers, in line with the Health and Safety, Environment and Sustainability Policy.

Communication is promoted in a transparent and effective manner at all levels of the organisation. M.M. also encourages an active and ongoing dialogue with all relevant stakeholders (customers, employees, suppliers, local communities, public authorities and strategic partners), in the knowledge that open dialogue is a key driver for strengthening social responsibility and improving overall performance.

This policy is communicated and made available through the Company's main online channels (website, social media) and at operational sites, in order to ensure its visibility, awareness and dissemination.

Udine, 16/02/2026

Signed by the Legal Representative

Emanuel Morandini