



# COMPANY POLICIES

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**DELTA LAVORI SpA**  
Via Campovarigno snc  
03039 SORA (FR)

# Quality Policy

DELTA LAVORI SpA firmly believes that an efficient organization is synonymous with quality, guarantee and reliability, if beyond improving its performance and qualitative standards over time, it is able to reduce the impact, the wastage, the resource consumption, pursuing at the same time the maximization of the customer satisfaction. For this reason DELTA LAVORI SpA has implemented effective and codified procedures in support of structures and professional skills, intended to the improvement of its performance over time.

## **Our commitments:**

### **With customers:**

- Provide appropriate responses to every need and expectation;
- Offer listening, flexibility, experience, expertise, prompt action;
- Guarantee transparency;
- Ensure timetable and definite implementation costs;
- Assist the customer after the execution of the project.

### **With Suppliers and Subcontractors:**

- Strengthen relations with reliable suppliers to guarantee the maximization of the benefits derived from a detailed knowledge of the mutual needs;
- Raise their awareness about the respect for the environment and the maximization of the customer satisfaction;

### **With Human Resources:**

- Involve, secure loyalty, train, join, and protect competent people, by enhancing the efforts and the individual and group commitment.
- Develop its own resources by training and continuous professional updating;
- Guarantee safety, health protection and the suitable sanitary conditions in the workplace.

### **For Communication:**

- Promote the dissemination of information in order to encourage teamwork and the involvement of all the resources to achieve the goals.

The basic principles that have inspired the Quality Management System of DELTA LAVORI SpA can be identified in the Quality Management, upon which the current international regulations on quality are based, namely:

- **Customer-driven organization** – DELTA LAVORI SpA has to understand the present and future needs of its customers, upon whom it depends, by respecting the requirements and aiming at exceeding their expectations;
- **Leadership** – the Management and every person with coordinating responsibility must set unity of purpose and directions with their collaborators. Only in this way a full involvement of Human Resources is fulfilled in pursuing the quality objectives desired;
- **Involvement of Human Resources** – Every person represents the primary resource of DELTA LAVORI SpA and his full involvement in the activities allows to put his skills and creativity at the service of the company;
- **Organizational approach based on processes** – The desired objectives and results could be achieved through greater efficacy if the resources and the activities are managed by prearranged, studied, tested and analysed processes;
- **Systemic Management approach** – Identify, understand and managing the business processes interconnected as a single system contributes to the efficiency of DELTA LAVORI SpA in pursuing the customers' objectives and consequently its own;
- **Continuous improvement** – The continuous improvement is the main and permanent objective of DELTA LAVORI Spa;
- **Deductive approach based on facts** – Effective decisions are based on the analysis of data, information, knowledge, experience and dedication;
- **Mutual benefit relation with suppliers** – DELTA LAVORI SpA and his suppliers are interdependent therefore, a mutual benefit relation improves the ability of both in creating value.

# Environment Policy

DELTA LAVORI SpA is careful and sensitive to **environmental issues** from a very long time, by constantly carrying out detailed analysis on environmental impact; whether positive or negative, as a result of its own activities, identifying, from time to time, specific actions with the purpose of a continuous improvement of its performance in the environment issue.

The fulfillment of **legislative requirements** and the observance of **international guidelines** on the **environment**, have allowed DELTA LAVORI SpA to develop detailed procedures adopted from the phases of design until the building site and their management, intended to the identification and the consequent minimization of the potential negative impact on the environment resulting from its own activities, including the inconvenience to resident populations or, to flora and fauna in the case of works in significant natural surroundings. At the same time DELTA LAVORI SpA works for the purpose of fostering and developing all the actions that have a **positive impact on the environment** such as: renewable energy, energy efficiency, recycling materials, containment of raw material consumption, nature protection etc..

In particular DELTA LAVORI SpA provides for:

- Carrying out a correct and detailed analysis of the sites before the beginning of the works;
- Preventing any type of pollution, noise, air, aquifer etc., by reducing, and where it is possible eliminating, every potential risk that cause environmental damage;
- Carrying out the proper management and distinction of waste and, where it is possible, reducing their production, recycling all the suitable materials;
- Optimizing the consumption of raw material and products, avoiding any waste and maximizing, where you can, the replacement of raw materials with recycling materials keeping the required performance parameters;
- Minimizing water resources consumption and optimizing the use of energy resources;
- Raising awareness about environmental protection among technicians, designers, foreman, workers, consultants, through appropriate information and training programmes;
- Using appropriate tools to influence the behaviours and the performances of suppliers, subcontractors, pieceworkers, etc., intended to environmental protection, recycling, efficiency and energy saving.
- Influencing, where possible, the choices of buyers and designers, aiming at realizing modern works with a low environmental impact, supplied with power and heat production plants from renewable sources that have to be realized through innovative technologies, which associated with cutting-edge materials guarantee high levels of energy efficiency of the works.

# Policy for Health and Safety in the Workplace

DELTA LAVORI SpA policy about **Health and Safety in the Workplace**, is based on the principles of **safety, health and human dignity**.

The adoption of this policy aims at guaranteeing during the productive activities in the workplace, the safety of workers and all the people involved in the activities, as well as ensure sanitary and comfort in the workplace.

DELTA LAVORI SpA commits to:

- Implement methods to identify, in good time before, all the **potential dangers**, assessing health and safety risks, by planning consequently, appropriate and effective measures of prevention, protection and control of the potential risks, at the same time coordinating the organizational, technological and social variables involved, through the support of Protection and Prevention Service;
- Meet rigorously the requirements included in the **existing legislation on health and safety**, **by** acting in the respect of obligations, which originate from several decades of experience gained in the area of general construction and analyzing and monitoring:
  - The assessment of all the potential risks;
  - Prevention and protection measures;
  - Training and updating activities;
  - The organization of the core emergency management;
  - Recurring coordination meetings;
  - Consultation of R.L.S (Workers' Safety Representative)
  - Supervision and workers' health protection;
  - Inspections about safety and reliability of all the vehicles and the equipment;
  - Inspection visits in the construction site to verify the implementation of Safety Operational Plans;
  - Information about the contents of the policy for health and safety in the workplace regarding DELTA LAVORI SpA activities;
  - Check and protect constantly the workers' health to prevent the outbreak of professional diseases during the whole period of collaboration with the Company, through:
    - Constant basic training of the workforce;
    - Specialist job training;
    - Information through information leaflets and circulars;
    - The supply of appropriate devices for individual protection.
    - DELTA LAVORI SpA collaborates with public authorities, trade associations, trade unions and all the interlocutors interested in promoting the attention on health and safety in the workplace, as well take part in specific projects, as for example "*Cantiere Sicuro*", that is "*Safe building Site*", which takes into account the constant monitoring and supervising on the construction site from the Territorial Joint Committee and the Local Health Authority, which certify the execution of the works in compliance with the rules in force;

- The constant research of suppliers of good and services, subcontractors and pieceworkers to strengthen relations based on collaboration and mutual benefit, which share, in terms of purposes and behaviour, the principles of health and safety in the workplace.

## Policy for Social Responsibility

The policy for Social Responsibility is established by the Management and through its execution, DELTA LAVORI SpA states, inside and outside the Company, that it intends to act through efficient, transparent methods and systems that ensure the continuous recognition of expectations from the parties concerned and the development of the Management System that guarantees its fulfillment, in terms of continuous improvement. The Management and the Representatives of Social Responsibility evaluate the adequacy of the **Policy for Social Responsibility** during the execution of Management's reviews and in relation to the overall business strategies.

The Management aims at achieving the following goals, which shall be shared and taken into account from the whole Organization:

- 1) A **Management System** that must be in conformity with the regulatory requirements established by **SA 8000** and which allows its constant improvement in line with the proposals of the interested parties, the legislation and regulatory developments and that follows Social, Cultural and Economic changes in which the cooperative works;
- 2) **Compliance with the relevant international and national law requirements**, with the commitments of the Company with the interested parties and the international instruments and their interpretations deriving from SA 8000;
- 3) Conduct business in a righteous way, **respecting the ethics of free competition**, away from the involvement in political activities;
- 4) Effective **communication system** that ensures the Company's organization and the parties concerned to contribute to the improvement of the Management System for Social Responsibility;
- 5) Continue to analyze and evaluate the directions of the interested parties and maintain an **open and meaningful dialogue** to identify projects and objectives of mutual interest.

DELTA LAVORI SpA is aware that without profit it is impossible to support principles, but without principles no company deserves the profit, for this reason the Company has decided to make the following four commitments towards workers, Non-Governmental Organizations and Certification Bodies:

- 1) Child labour;
- 2) Forced labour;
- 3) Health and safety;
- 4) Freedom and discrimination.

Concerning **child labour** the company states its commitment to ensure not to employ children and to support corporate programmes to rescue them. Actually, even forbidding the hiring, the company is aware that for children coming from areas of underdevelopment, the employment is a means that allows attending school and supporting family.

Removing a child from work without including him in a recovery plan, will not only represent an element of strong economic impoverishment, but will encourage the minor to search for another company in which, in all likelihood, he would be employed without any protection.

For this reason the company not only states the commitment to not use child labour but it wishes to be proactive in supporting corporate programmes in order to rescue children which allows to:

- a) Provide a light and safe work to the minor for a few hours a day or provide to the minor “fired” an alternative income in order to reduce the business impact on the family;
- b) Ensure education of the minor through the payment of school fees, books and transport;
- c) Hire the minor’s relatives in order to guarantee the family’s livelihood;
- d) Develop together with ONG and local administrations long-term solutions to deal with the problem;
- e) develop cooperation with schools and educational institutions to promote the integration of young people into the labour market;

Concerning **forced labour** the company states:

- a) It is not in possess of the original identity card of workers;
- b) The workers are free to leave after the shift;
- c) The workers are not forced to incur debts with the company, and when that could not be possible, the company undertakes to provide loans on better terms than those of the market;
- d) The workers’ relatives can visit the cooperative.

Concerning **health and safety** the company declares:

- a) The infrastructures are equipped with all the health and safety systems required by law;
- b) Health and safety plans for workers exist and are well known to the staff;
- c) The protective equipment is provided free of charge and in good condition;
- d) Training courses about health and safety take place during working hours.

Concerning **freedom and discrimination** the company states:

- a) The right to collective bargaining exists and is well known to the staff;
- b) Guarantees to provide the time needed and the space to meet in a structured way;
- c) Regarding the hiring, the salary and the career advancement, there are no discriminations about race, class, origin, religion, disability, gender, sexual orientation and age;
- d) Condemn any form of harassment, coercion, physical abuse;
- e) Promote the respect of religious festivities that are different from the catholic;
- f) It commits to translate this document and whatever could be essential to foster and respect the workers that do not know our language;
- g) Pregnant and breastfeeding women receive the benefits required by law;
- h) The workers can complain about the failure to respect of what has been said in the Policy for Social Responsibility. These complaints can be communicated to the Workers’ Representative for Social Responsibility, anonymously in the suggestion box, to the Certification Body, to the Non-Governmental Organizations;
- i) The wages respect the agreements of CCNL, they are sufficient to cover the basic needs and to provide an available income and they do not have unjustified reductions that are non-compliant with the law in force.