



# SUPPLIER CHARTER 2024

## Impresoft Group

Formula S.p.A.	Qualitas S.p.A
4ward S.r.l.	Impresoft Engage S.r.l.
NextCRM S.r.l.	GN Techonomy S.r.l.
Kipcast S.r.l.	Hiteco S.p.A.
Open-Co S.r.l.	QiNet S.p.A.
Upgrade S.r.l.	Cooder S.r.l.
Webformat S.r.l.	Brain System S.r.l
Syscons S.r.l.	Syscons Interactive S.r.l.
Tecno-Soft S.r.l.	Ribes Solutions S.r.l.

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# SUPPLIER CHARTER

## IMPRESOFT GROUP

### IMPRESOFT'S VISION

**To become a Europe-wide player in driving the digital and sustainable transformation of companies**, inspiring and enabling them to embrace technology and sustainability as key drivers of their success, to improve the quality of work and life.

### IMPRESOFT'S MISSION

**To generate sustainable value and to be a life-long partner for medium to large enterprises in the digital transformation of their key processes and the adoption of the latest technological enablers.**

We do this by leveraging our in-depth understanding of the processes, the expertise, and passion of our people, our ecosystem of excellent technology and distribution partners, and a unique and distinctive offering that simplifies complexity.

Impresoft Group aims to establish business relationships based on a high level of business ethics and integrity.

Therefore, **current and prospective suppliers of goods and services and contractors, in the conduct of their direct business, in their contractual relationships with their sub-suppliers or sub-contractors, if any, and, in general, in the creation and management of their respective value chains, are expected to effectively and demonstrably abide by the principles expressed herein.**

Impresoft Group's **Supplier Charter** is based on its **Code of Ethics** and **Sustainability Policies**, documents that are herein referred to in their entirety. The Company requires that its business partners be consciously informed of all the provisions set forth therein, as well as in any other governance document made available through the company website or other means.

In particular, the Code of Ethics, of which the Sustainability Policies are an extension and integration, includes among those to whom it is addressed Third Parties, understood as all those who have business relations with the Company, such as suppliers, customers, partners, investors and beneficiaries of social initiatives, donations, and sponsorships. The application of the Code to Third Parties is subject to the execution of statements or inclusion in the contracts, agency, assignments, or partnership agreements that link them to the Company of special clauses binding the party to such compliance and to formalize the penalties for breach of such undertaking.

In addition, the Code of Ethics binds Impresoft Group to promote in all activities the adoption of a way of managing suppliers of goods and services that, in addition to current regulations, considers the values expressed in the Code of Ethics, the guidelines provided by the Sustainability Policies, and in general all aspects necessary for the process of responsible sourcing, such as human and labour rights, health and safety, environment, animal welfare, safety and quality of products and services, business integrity, and protection of privacy and intellectual property.

Impresoft Group, to protect its operational effectiveness and safeguard its resources, including image and reputation, does not enter into relationships with parties who do not intend to or have demonstrated that they do not operate in compliance with current regulations and according to the values expressed in the Code of Ethics, extended and supplemented by the Sustainability Policies.

Likewise, the **process of selecting suppliers of goods and services also requires that they adhere to the principles expressed here as a prerequisite.** Thereafter, suppliers will go through transparent and objective evaluations regarding professionalism and business structure, taking into account quality, price, and how goods are supplied or services performed.

To this end, periodic self-assessments are necessary to ensure that direct business partners, and those from at least the next level below, comply with this Charter. Impresoft Group reserves the right to perform all appropriate actions and controls, including through questionnaires and possible site visits, to ascertain and verify whether its current or potential business partners meet the requirements set forth in this Charter.

The **Code of Ethics** defines Impresoft Group's core principles and rules of conduct. Based on Vision, Mission, and Values, they constitute a solid reference for the sustainable success of the Italmobiliare Group, to which the Company belongs, contributing to the creation of shared value in the long term. Further guidance is provided by the set of Policies adopted and periodically updated, in particular the Sustainability Policies.

The **Sustainability Policies** extend and complement the Code of Ethics adopted by Impresoft Group. The "Guiding Principles" are the cornerstone of these policies and are further detailed in four dedicated policies:

- > Health and Safety
- > Environment and Resources
- > Rights and Society
- > Quality and Accountability

They are applied in all activities and relations with all counterparties and in the active involvement of all stakeholders in the Group's sphere of influence.

## Human Rights and Labour Rights

Current and potential suppliers of goods and services and contractors, in the conduct of their business, in their relationships with their sub-suppliers or subcontractors, and their respective value chains, while taking into account the limits of their sphere of influence, are expected to support effectively and demonstrably:

- > the rejection of all forms of forced labour and child labour;
- > the rejection of any behaviour that constitutes physical or psychological abuse, coercion, harassment, bullying, or any attitude otherwise attributable to practices of bullying or harassment;
- > the rejection of any kind of harassment of a sexual nature however carried out and, regardless of legal definitions, still consider unacceptable and forbidden any attitude or behaviour that may create distress or instil fear in the other person;
- > the creation and maintenance of labour relations characterized by fairness, equality, non-discrimination, care, and respect for the dignity of the person;
- > the promotion of equal opportunity, particularly between genders, for every employee or candidate;
- > respect for workers' rights and trade union freedoms, such as in particular freedom of association and collective bargaining, including through a responsible and constructive dialogue with labour protection organizations that fosters a climate of mutual respect consistent with the principles of fairness, transparency, and participation;
- > the adoption of selection and appraisal processes based on criteria of merit, competence, and feasible, and achievable goals;
- > the recognition of fair remuneration in relation to the role, commitment, and achievements, and the promotion of the fair redistribution of the value created.

## Health and Safety

Current and potential suppliers of goods and services and contractors, in the conduct of their business, in their relationships with their sub-suppliers or subcontractors, and their respective value chains, while taking into account the limits of their sphere of influence, are expected to support effectively and demonstrably:

- > the creation and maintenance of a safe and healthy work environment and the adoption of appropriate measures to prevent accidents and injuries to health by minimizing the causes of hazards inherent in the work environment;
- > the provision of appropriate personal protective equipment to workers;
- > the provision of adequate information and training on health and safety in the workplace;
- > the implementation of procedures and systems to manage and report occupational injuries and illnesses, investigate case, and implement corrective actions to eliminate their causes;
- > the availability of first aid facilities and access to necessary medical care in the event of an accident;
- > the provision for all personnel of toilets, locker rooms and other basic facilities, drinking water, and, if necessary, break rooms or areas, refreshment facilities, and kitchen areas where they can also keep food.

## Environment

Current and potential suppliers of goods and services and contractors, in the conduct of their business, in their relationships with their sub-suppliers or subcontractors, and their respective value chains, while taking into account the limits of their sphere of influence, are expected to support effectively and demonstrably:

- > the promotion of a proactive transition to an economy that is regenerative, respectful of the sentient nature of animals, and low-carbon, while at the same time capable of creating social value;
- > the adoption of measures aimed at minimizing, mitigating, and offsetting the footprint generated by their activities on the environment and living species;
- > the adoption of measures to prevent possible harm to the environment through risk prevention programs and continuous improvement of the technologies used and of management and control practices, even beyond the requirements and parameters dictated by current regulations;
- > the promotion of responsible use of natural resources and reduction of consumption;
- > transparency to stakeholders and, in particular, towards the community and the area in which they conduct their operations;
- > the adoption of international best practices in production processes or services, the highest standards of quality, safety, and environmental protection, and process and product innovation policies aimed at sustainable solutions compatible with responsible lifestyles and consumption;
- > -the proactive contribution to global challenges such as climate change, conservation of biodiversity, and preservation of non-renewable resources.

## Integrity, compliance, and transparency

Current and potential suppliers of goods and services and contractors, in the conduct of their business, in their relationships with their sub-suppliers or subcontractors, and their respective value chains, while taking into account the limits of their sphere of influence, are expected to support effectively and demonstrably:

- > compliance with all applicable local, national, and international laws, regulations, technical standards, and licensing requirements;
- > the adoption of anti-competitive measures, for fair trade and marketing, and the protection of intellectual property and privacy;
- > the establishment of specific actions to counter corruption, embezzlement, extortion, money laundering, criminal organizations, domestic or transnational organized crime, and any other unlawful behaviour;
- > the provision and transparency to the public, where required and in accordance with applicable laws and regulations, of information regarding their activities, corporate structure, financial, and non-financial performance;
- > the non-disclosure to third parties of confidential or sensitive information related to their activities.

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