

POLICY ON QUALITY, SAFETY, ENVIRONMENT, AND SOCIAL RESPONSIBILITY

Date: 07/01/2025

ALESSANDERX S.P.A. has always designed and created solutions for well-being and rest, 100% Made in Italy, focusing on the end customer in all its activities.

We strive for consumer satisfaction by continuously offering and adapting all processes to their individual needs, whether implicit or explicit, keeping a close eye on both cultural trends and the achievement of contractually agreed targets.

The Customer plays a central role in the success of **ALESSANDERX S.P.A.** and for this reason, it is crucial to understand their needs, develop products that meet these needs, and ensure a high level of customer satisfaction.

To ensure this, **ALESSANDERX S.P.A.** places great attention on the constant research and development of innovative materials and techniques with the aim of maximising both the efficiency and performance of its products. At the same time, it is firmly committed to corporate environmental and social sustainability by adopting an approach geared towards the use of environmentally friendly technologies and products, the health and safety of its Customers, an efficient use of resources, and the maintenance and development of sustainable production conditions, including respect for the concepts of human rights and labour responsibility.

Our MISSION is to create products for every need and requirement by focusing on OUR versatility and caring for the health of those who sleep on our mattresses.

For this reason, over the years the company has obtained numerous certifications for its systems and products, including the following:

- **UNI EN ISO 9001** which guarantees our internal processes for the constant improvement of our products and customer services;
- **UNI EN ISO 14001** which allows us to identify and gain a clear and forward-looking understanding of the significant environmental aspects of Our activities, products and services and their impact on the environment;
- **Standard 100 by OEKO-TEX[®]** which guarantees the absence of materials in our manufacturing system that are harmful to humans and the environment;
- **STeP (Sustainable Textile Production) by OEKO-TEX[®]** which guarantees that high standards are in place and industry best practices are applied in the management of a company's environmental performance, social responsibility, quality management of production and protection of workers' health and safety;
- **Global Organic Textile Standard (GOTS)** which guarantees that textiles are of organic origin, from the harvesting of raw materials to ecologically and socially responsible production and labelling in order to provide a credible guarantee to the end consumer.

ALESSANDERX S.P.A. has thus set itself the following objectives:

- **improved performance of its operational processes** through constant professional and technological updating;
- **improvement of the company's image and reputation on the market**, thereby increasing the number of customers, territorial expansion of the company and penetration of new market areas, enhancing the professionalism of the personnel involved in the company's activities;
- **the satisfaction of all parties concerned** (customers, consumers, employees, and suppliers);
- **adoption of the most modern customer support techniques**, through constant control, checking and monitoring of sales and after-sales activities;
- **improving the effectiveness and efficiency of the company's management system**, keeping it up-to-date, and coordinating and controlling all processes, never forgetting respect for people and the environment;
- **improvement of its environmental performance**, through a commitment to the prevention and protection of the environment and the mitigation of any environmental impacts;

- **improved energy efficiency and an increased use of renewable energy** in our production processes to contribute to climate change mitigation;
- **reduction of absolute greenhouse gas emissions** (Scope 1 and Scope 2) resulting from business activities and company transport;
- **reduction in the waste produced** and an efficient management of hazardous materials;
- **minimising the environmental impact arising from the use and end-of-life disposal** of our products.

To reach these objectives, **ALESSANDERX S.P.A.** :

- undertakes to comply with the applicable laws and regulations in force in the sector, concerning the environment, occupational health and safety, and social responsibility, also committing to comply with any other prescriptions that the company subscribes to;
- allocates the necessary resources to meet the company's objectives in Quality, Environment, Safety, and Social Responsibility, regularly evaluating the need for new recruits or skills enhancement for existing personnel.
- undertakes to promote the concept that Quality, Environment, Safety, and Social Responsibility concern the entire company organisation, by raising awareness, involvement and training on the objectives and related implementation programmes, so that workers perform their duties consistently with this Policy;
- undertakes to continuously improve its business performance, with a focus on environmental issues, occupational health and safety, and social responsibility;
- undertakes to adopt the best methods for the prevention of pollution and risks for the health and safety of the workers;
- constantly monitors the satisfaction of its employees, in order to guarantee that their working environment is pleasant at all times;
- undertakes to guarantee safe and healthy workplaces, adopting adequate measures of prevention and protection, and eliminating or minimising any risks of accidents in the workplace;
- plans the processes for the manufacturing of its product or to provide its service and monitors the various stages, striving to meet the applicable mandatory and contractual requirements to ensure customer satisfaction;
- plans the monitoring of company processes by measuring their effectiveness and evaluating areas for improvement;
- undertakes to implement the sustainable procurement practices, promoting corporate environmental and social sustainability within its own value chain;
- undertakes to manage the environmental aspects both with regard to compliance with the regulations in force and with reference to the possibilities for improvement, in particular in the fields of energy saving, reduction of atmospheric emissions and reduction, waste separation and recycling, also through designs that are geared towards environmental sustainability;
- it undertakes to manage aspects of occupational health and safety, both in terms of compliance with current legislation and opportunities for improvement, particularly with regard to risk assessment, the use of collective and individual protection devices, and staff training and development;
- undertakes to manage ethical and social aspects through the transposition of national laws, labour contracts and international ILO conventions such as C29 (on forced labour), C87 (on trade union freedom), C98 (on the right to collective organisation), C100 (on equal pay) C105 (on the abolition of forced labour), C111 (on discrimination), C138 (on minimum age), C182 (on child labour), providing employees and all parties concerned with effective tools to make reports- which may be anonymous-to management on non-compliance with ethical principles;
- undertakes to provide fair, just, and respectful treatment to all employees, regardless of whether they are temporary, part-time, or full-time;
- undertakes to prevent the offering, promising, giving, accepting, or soliciting of any advantage as an incentive for illegal, unethical, or trust-violating actions;
- undertakes to guarantee the collection, processing and safe storage of data provided by third-parties for commercial purposes.

Upon reaching these objectives, **ALESSANDERX S.P.A.** intends:

- to develop into a company that is strongly focused on the needs of its customers, while promoting efficiency in production processes and the improvement of the company's social and environmental conditions, in short, an increasingly 'sustainable' company;
- to increase its market effectiveness;
- to make customer satisfaction the distinguishing element that sets it apart in a highly competitive market.

These aims are guaranteed through an Integrated Management System that is based on the requirements of the following international standards: UNI EN ISO 9001, UNI EN ISO 14001, UNI EN ISO 45001, and SA8000.

This Policy has been drawn up and signed by the company Management, which undertakes, also through its representatives, to apply it and disseminate its principles to the company staff, suppliers, customers and all parties concerned, through the communication tools defined and available.

Specific objectives will be defined annually by the Management and circulated among all personnel.

Date: 7 January 2025

The Management