



Benefit Company

OUR CHARTER OF COMMITMENTS



OUR CHARTER OF COMMITMENTS

“28th June 2021 represents an important turning point for us insofar as the day we identified and shared our value system, aware of our responsibility for the impact our business will have on the environment and the Community. Writing down our commitments is just one part of a greater project for medium- and long-term value creation.”

Anna Munari

THE CHARTER OF COMMITMENTS

Our commitments our promises

The Tecnosystemi **Charter of Commitments** is a crucial next step in the development of our company, which has been a **Benefit Corporation** since 2021. A commitment made of significant milestones, such as the Charter of Values, which is a reflection of a company model adopting a more evolved and sustainable corporate paradigm with a beneficial impact on **people, society** and the **environment**.

Our **commitments** are steadfast and serve as the guiding compass for the initiatives we support each year, also thanks to the cooperation of our staff, who worked together and contributed to defining our goals. **Continuous improvement** is an integral part of the way we work, and the care and consideration afforded to our products forms the cornerstone of how we actively define our commitments.

We therefore present to you our **Charter of Commitments**, a statement of our undertaking to create long-term, sustainable value for all our stakeholders. Tecnosystemi undertakes to widely disseminate the contents of this document through its internal and external communication channels.



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 **Tecnosystemi**
group





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OUR ORGANISATIONAL MODEL

A clear vision of doing business

“Choosing an organisational model is one of the many strategic challenges that a company and its team must plan, decide and share. But the business and leadership of a great team requires not only commercial and organisational strategy, but also consistency and transparency. Involving the interests of all those who are the co-protagonists of change and innovation in the organisational model presupposes a cultural attitude of openness, which is capable of envisioning a future prospect of development and innovation. The underlying values must be strong, rooted and lived in daily work, trace the way forward, guide change in a coherent way, and be the point of reference when it is necessary to change course and face challenges.”

Anna Munari - Tecnosystemi S.p.A. Chief Executive Officer Benefit Company



COMPANY PROFILE

Innovation and quality at the service of the client

Innovation, design and quality for air conditioning, air exchange, and ventilation.

More than 30 years of passion that has evolved into a business characterised by a wide range of sophisticated and beautifully designed products to best meet the needs of clients.

Modesty, loyalty, respect, fairness, transparency, consistency, acceptance, tolerance, kindness and family are the values we share, on which our core business is founded, and which serve as the cornerstone of what it means to do business. We work the only way we know how: with zeal, willingness and ongoing research to provide smart and quality products.

Innovation and technological evolution are the cornerstones of our strategy, a company policy that translates into investments in cutting-edge technology, ensuring high performance in the production flow and guaranteeing excellent standards and timely services for clients.



A STORY OF VALUE

1992

THE FIRST TECNOSYSTEMI IS BORN

Officially founded in 1992, the Company begins its journey from its first headquarters in Susegana.

2002

THE TRANSFER TO VITTORIO VENETO

Tecnosystemi permanently moves to the industrial area of Vittorio Veneto, after two previous plant relocations.



2017

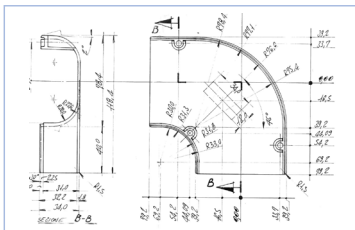
INSTALLATION OF THE 500 KW PHOTOVOLTAIC SYSTEM



1996

THE TRANSITION TO A PRODUCTION COMPANY

One of the first major transformations that led the company to embark on a virtuous path that is still evolving today.



2003

A STRATEGIC CHANGE OF PERSPECTIVE TOWARDS THE FUTURE OF TODAY

The Company evolves with today's corporate asset which marks its definitive take-off.



2020

TECNOSYSTEMI REDESIGNS THE EXECUTIVE HEADQUARTERS

Head office is redesigned, planning for the reuse of an obsolete building no longer aligned with the Company.



2022

COMPLETION OF THE PHOTOVOLTAIC SYSTEM

At the beginning of 2022, the entire photovoltaic system was completed which, with its power of 1172.36 kWp, covers 85% of Tecnosystemi's production needs.



2021

TECNOSYSTEMI BECOMES A BENEFIT CORPORATION

The Company updates its corporate purpose, affirming its commitment to generating a positive impact on the environment and the community, continuing a journey that had actually begun years earlier.



2023

A NEW PRODUCTION PLANT

Driven by a vision always open to large-scale projects, Tecnosystemi expands by acquiring a new 12,300 square-metre plant in December 2022, which would become a production and logistics hub by 2023.



BRANDS

Nine brands communicate our vision

Due to the large variety of specialised products we develop for the air conditioning, heating, refrigeration and CMV industry, it was necessary to group them into **nine distinct brands** identifying the different categories to which our products belong.

Thanks to investments in new technologies, the continuous improvement of our processes and the enhancement of the skills of our technicians, we are able to develop high quality, functional and cutting-edge products within our research and development division.





INTERNATIONAL CERTIFICATIONS

A Quality business

Our certifications attest to our ongoing commitment to quality, health and safety, and the environment.



ISO 9001 quality management system certification is a guarantee of an organised and continuously improving corporate structure. With the ISO 45001:2018 certification in terms of health and safety, we are able to structure a safe working environment, which all our people care about. We are increasingly attentive to environmental impact issues with the relative launch of the project to implement a company management system that is compliant with the UNI EN ISO 14001:2015 standard.

#quality

PRIZES AND AWARDS

Recent achievements

Alongside the certifications issued by internationally recognised third-party assessment bodies, Tecnosystemi is honoured to have received prizes and awards from the most significant research institutes and analytics firms on the Italian landscape.



100 ITALIAN COMPANIES OF EXCELLENCE

We are one of the 100 protagonists of the best of Italy who contribute day after day to pursuing the growth of our country, enhancing Made in Italy globally



LEADER IN GROWTH 2023

According to the annual survey conducted by "Statista" and "Il Sole 24 Ore", we are among the 500 Italian companies with the best turnover growth performance in the three-year period 2018-2021.



HIGH BUDGET HONOUR

On 24 November we collected the Industria Felix Award, as one of the "Top companies with registered offices in Italy for management performance and financial reliability in the Mechanics sector".

#whattheysayaboutus

OUR COMMITMENTS, OUR PROMISES

Four **value** areas

Tecnosystemi's commitments have always been numerous and explicit, ranging from a keen awareness of renewable energy issues to thorough and exclusive product diversification, the decision to use bioplastics to create eco-friendly solutions, a circular economy based on the recycling process, and finally the protection of workers' health and social inclusion initiatives.

Our commitments have been properly ordered and redefined, along with systematising and consolidating existing and future company policies and activities. We have categorised them into areas representing the key metric that guides and directs a strategic approach aimed at strengthening the virtuous path of greater and better synergy, inextricably linking business goals and sustainability objectives.





People and communities

A corporate philosophy that puts people at the centre. Steadfast commitments geared towards prevention, health and well-being, the strengthening and development of resources, the continual improvement of workplace safety and comfort. The close link with the territory becomes a driver of culture and inclusion, creating a tangible and lasting social impact.



Strengthening the environment

A constant focus on optimising structures and processes with a view to protecting the environment and the climate, aimed at helping to minimise the impacts associated with the company's activities. We measure our results and share them with our stakeholders, promoting the development and dissemination of good practices.



Innovation and security

The ability to consciously welcome the opportunities brought about by the transformations under way is the essence of this winning combination of innovation and security. A commitment aimed at products and services, new cutting-edge technology, research, partnerships and digitalisation activities in the pursuit of constant innovation for a more efficient and effective system.



Governance and organisation

The specific requirements and objectives guiding our actions are embodied by the adoption of an underlying vision that imagines how our business can transition from the concept of company value to value company. A project articulated through the adoption of integrated processes, their monitoring and transparent sharing of results.



People and communities



PEOPLE AND COMMUNITIES



#Health

Health and safety, an inseparable combination.

Activities to improve and enhance people's health and minimise risk go hand in hand with initiatives aimed at improving the quality of life and building a more peaceful future, together.

#Wellbeing

An approach geared towards people's physical, mental and social "well-being" in every type of role, with actions aimed at promoting and improving well-being over time.

#Culture

We strive to passionately transmit our philosophy and shared values to the families and people we work with. We support projects and initiatives aimed at creating added value with a view to actively participating in community life.

#Territory

A wide-ranging and thorough examination of how to promote territorial impact, making the most of "networking" opportunities to develop projects and form partnerships of territorial interest.

#Awareness

Through careful observation and empathy, we seek to hone our ability to listen in order to best satisfy our clients and create and cultivate solid internal and external relationships.

#InformationandSensitisation

The consolidation and development of new skills through training activities and dissemination on key topics such as security and technological innovation, form the basis of a model constantly in search of new solutions.



Strengthening the environment



PROTECTING THE ENVIRONMENT



#ReductionReuse

Reducing the amount of waste sent to landfills is important, but it is also an opportunity to give new life to production waste.

Reusing waste paves the way for creativity in finding alternative and stimulating solutions.

#Recycling

Converting waste material and rubbish into new resources, secondary materials into primary materials, creating product lines that consume less but still ensure quality, is our future.

#Renewal

We care about natural resources. That's why renewable energy is so crucial to our production process, and is set to become even more important as we move towards sustainable mobility. We are extremely considerate of our premises and surroundings, implementing projects meant to improve comfort, boost energy efficiency and mitigate environmental impact.

#Research

A constant focus on optimising structures and processes with a view to protecting the environment and the climate, aimed at helping to minimise the impacts associated with the company's activities.

#Awareness

Measuring our results and understanding better, to know more and do more. Knowledge guided by specific expertise, ensuring we make responsible decisions.

#InformationandSensitisation

Sharing our achievements with stakeholders makes us advocates for the dissemination of good practices, doing our part to give future generations the opportunity to do business with a different perspective.



Innovation and security



INNOVATION AND SECURITY



#SmartFactory

Client service, efficiency, organisation and information management are the four pillars on which our vision is founded. A smart factory able to combine client needs with market demands to achieve our goals together.

#Collaboration

We see collaboration as the driver to get innovation off the ground. A cooperation across all company departments, aided by the research and development department and consultation with third-party industry specialists.

#Dematerialisation

In understanding the importance of digital transformation, we pursue the gradual process of dematerialisation and digitalisation, benefiting from the numerous advantages of sustainability and efficiency.

#Security

The adoption of technological innovations helps to maintain high company standards in the workplace and apply IT security strategies in compliance with the strictest standards and best practices.

#Awareness

This is the key to promoting a culture of innovation.
An overarching philosophy that encourages the acquisition of specific skills and a proactive approach to sharing ideas.

#InformationandSensitisation

A transparent philosophy of sharing based on information and training on our core principles, specifically a focus on security and technological innovation embraced by Tecnosystemi in the constant search for new solutions.

The background of the slide is a photograph of the interior of Antelope Canyon. The walls are made of smooth, undulating sandstone with distinct horizontal layers. The lighting is warm and directional, coming from the upper right, which creates deep shadows and bright highlights on the curves of the rock, emphasizing its texture and the depth of the slot.

--- Governance and organisation



GOVERNANCE AND ORGANISATION



#Organisation

A core pillar of the company system based on a clear and efficient architecture; a group of people, processes and materials bound by daily actions, skilfully guided to identify goals, practices, critical areas and inspirations.

#ResponsibilityCoherence

Coherence between the business strategy and internal and external work spaces is implemented with a great sense of responsibility and constantly evolves to meet the needs of a continually expanding company.

#ProcessesMonitoring

Measuring doesn't mean assessing but rather represents the systemic approach through which we measure the efficiency and improvement of our business every day. We can learn and improve every day.

#Transparency

Being transparent is essential in being able to operate efficiently. Broad sharing, starting within our organisation, is required to achieve goals, implement corporate strategies, and support internal and external processes backed by appropriate policies.

#Awareness

Awareness includes the need for confidentiality. The responsibility to protect the company's know-how serves as a guarantee for the company and its passionate, dedicated employees.

#InformationandSensitisation

In a continually changing world, we seek to encourage initiative in those who work with us, increasing their skills and driving their desire to learn.

PRINCIPLES AND INSPIRATIONS

The compass for
sustainable development



People and
communities



Strengthening
the environment



Innovation
and security



Governance and
organisation

Our guiding compass when we became a Benefit Corporation was the 2030 Agenda for Sustainable Development, signed on 25th September 2015 by 193 United Nations countries, including Italy, which serves as a common basis on which to build a better world for today and tomorrow.

In defining our commitments, we are also inspired by the Ten Principles of the UN Global Compact to chart our progress.



"The new Agenda is a promise from leaders to all people everywhere, to end poverty in all its forms, an Agenda for the planet, our common home."

(Ban Ki-moon - UN Secretary General, 2015)

*A better planet is a dream that begins to come
true when each of us decides to improve himself.*

Mahatma Gandhi



#positiveimpact

www.tecnosystemi.com