



Ethical code

The SMAT NORD Management believes in the fundamental importance of operating in a socially responsible manner, with full respect of the environment, and acknowledges some key ethical principles and the existing regulations as the core value of their operating and managerial strategies.

The Code of Ethics is the official document which defines the ethical principles of SMAT NORD that all parties collaborating with SMAT NORD are required to follow:

Respecting and developing human resources

SMAT NORD, in adherence with all existing laws, regulations and company policies, commits itself to select, recruit, remunerate, train and assess employees based on merit, expertise and professional skills, without any discrimination on grounds of political, trade union, religious, race, linguistic, sexual orientation or age and to offer suitable working conditions in terms of safety and health, and also respecting the personality of the individual. The company promotes non-judgmental interpersonal relationships, ensuring a working environment where relationships among colleagues are based on honesty, fairness, collaboration, mutual respect and trust and combats, specifically, all forms of intimidation, hostility, isolation, undue interference or conditioning, or sexual harassment.

Protection of health, safety and the environment

SMAT NORD is working constantly to ensure that day-to-day business operations are carried out fully respecting the health and safety of its employees and of outside collaborators as well as the environment in its broadest sense, promoting and implementing all initiatives aimed at minimizing risks and removing the causes that can jeopardize safety and health; it also maintains high levels of safety and environmental protection, operating in compliance with internationally recognized standards.

Privacy protection

In compliance with current legislation, SMAT NORD undertakes to safeguard the privacy of individuals in relation to information regarding the private life and opinions of all its employees and collaborators and in general of whoever may interact with the company; in handling data, they must keep as strictly confidential any company information acquired during the performance of their duties such as employees' personal data, organizational data, data relating to negotiations, financial operations, know-how, patents, plans, business strategies and market analysis.

Customer relationship

In its relations with Customers, SMAT NORD undertakes to provide accurate, complete, clear and truthful information on the products it provides so that the counterpart can make a conscious and informed choice. The company does not disclose information which could be in any way misleading; SMAT NORD's conduct towards Customers is based on helpfulness, professionalism, honesty and courtesy: Customer satisfaction is SMAT NORD's primary goal.

Supplier relationship

The choice of the Supplier and the purchase of goods and services of any kind take place in compliance with the principles of competition and equal conditions for those submitting offers and on the basis of objective evaluation of competitiveness, quality, usefulness and price of the supply. In managing relations with Suppliers, SMAT NORD is committed to establish an efficient, transparent and collaborative relationship in line with the best business practices and principles of loyalty and correctness. The company expects from its Suppliers the same approach, as well as a behaviour that is fully compliant with the laws in force.

The SMAT NORD Management has drawn up, documented and distributed their Code of Ethics, ensuring that it is understood, implemented and followed by all levels of the organization.

The Code of Ethics is re-examined and, when necessary, updated as part of Management Review.

Almese, 28/03/2017

SMAT NORD CEO