



## **CODE and RULES OF CONDUCT ISOIRES**

### **Summary**

### **Preface - President Message**

### **Introduction**

1. Our targets
2. Implementation
3. Publication
4. Up-date

### **Rules of Conduct**

#### 5. External practises

5.1 Fair and free competition in the global market

5.2 Relations

5.2.1 With external Stakeholders

5.2.2 With our Clients

5.2.3 With our Suppliers

5.3 Environment

#### 6. Relations with our Partners

6.1 Our Human Resources

6.2 Safety and health

### **Implementation procedures**

7.1 Prevention

7.2 Controls

7.3 Sanctions

## Preface – President Message

Dear Colleagues,

Trust is at the hearth of interhuman relationships and the very fabric of society. Ethical behavior not only secures this trust but also enhances it.

ISORES aims to cultivate an environment where our conducts remain beyond reproach.

Our potential to effect significant positive changes for society is immense, provided we stay faithful to our core values of integrity, openness and loyalty. Our commitment to ethical behavior is not just a policy, it's the cornerstone of our success

Our Code and Rules of Conduct is crafted to be our compass and to guide our decisions and overall conducts as persons first and as well employees of ISORES.

I strongly encourage You to master it with devoted care and make it Your own.

With my warmest regards

Giovanna Flora Dossena

President

**isores**  
**passion for quality**

Via Roncadello 10

26811 Boffalora d'Adda (LO)

**T** +39 0371 60077

**F** +39 0371 60088

**W** [www.isoires.it](http://www.isoires.it)

## **Introduction**

### 1. Our targets

Isores is deeply aware that ethical behavior, responsibility and moral integrity, contribute to the development of the global economy society and of civil benefits of our local community.

Ethical behavior enhances trust and trust is the very fabric of a sound, equal and vibrant society.

We do believe in the value of doing and we consider essential legality, honesty and transparency as key factors to reach our economic and social targets.

Our Code of Conduct is a blueprint of the principles and values that anchor our dedication to compliance and ethical integrity and is crafted to be the compass of all our daily actions and decisions.

### 2. Implementation

This document comes into force on 30.09.2024 and contents guidelines

- of behavior in the relationships with external Stakeholders, Partners, Markets and Environment
- of organization and management, in order to guarantee the constant compliance with the rules of our Code of Conduct and prevent any violation.

### 3. Publication

Our Code of Conduct is published inside our company and is available to any Isores's Stakeholders on our web site [www.isoires.it](http://www.isoires.it) as the most effective mean of publication.

Each Isores Partners must know and must respect our Code of Conduct.

We duly supervise, with no leeway for infractions, giving detailed information, preventive and control instruments and promptly acting, when necessary, with disciplinary measures and corrective measures.

### 4. Up-date

This Code of Conduct can be modified and integrated upon decision of our President, also and especially on suggestions of our in charge Responsible for Safety and Health as per Italian Law D.Lgs. 81/2008.

## **Rules of Conduct**

### 5.External practises

#### 5.1 Fair and free competition in the global market

Isores believes in a fair and free competition and focus on targets which award knowledge, skills, efficiency, effectiveness and loyalty.

Isores and its Partners must interact as fair players in all situations and in the relationships with our Public Administration and relevant Control Institutions.

Any action which can alter the conditions of fair competition is prohibited with no compromise.

No one, neither the President, nor managers, nor consultants can act outside the compliance with force laws and with this Code of Conduct.

Any communication about Isores and its activities must be true, clear and verifiable.

### 5.2 Relations

#### 5.2.1. With external Stakeholders.

Isores relations with any Stakeholders, public or private, must be acted with full compliance of laws and of principles of equity, transparency and verifiability.

Gifts, which may appear beyond the standard business practices or the courtesy, must not be accepted.

The relationships with Public Administration and its representatives must be free from personal favoritisms and interferences and any kind of gifts are prohibited.

Isores does not give contributions, advantages and other benefits neither to political parties and/or unions, nor to their representatives, which are not in conformity with in force law.

#### 5.2.2. With our Clients

Isores focus its mission on the principle of the maximization of the quality standards and efficiency as the most effective means to reach our Client satisfaction.

We assures our Clients fairness and transparency in negotiations and deep loyalty and diligent fulfillment of contractual obligations.

Participating to tenders Isores evaluates very carefully technical and economical feasibility, with particular attention to safety of our employees, of other persons involved and the environmental impact, promptly informing about any possible anomalies.

The formulation of our offers must allow the respect of the adequate quality standards of the products/service, the adequate salary of our employees, the adequate safety standards for people and environment in conformity with in force law.

Any negotiations must be free from interests conflicts and must be acted with the most of transparency always respecting the privacy and confidentiality of our Clients know-how.

#### 5.2.3 With our Suppliers

The relations with our Suppliers, even for financial services, are ruled by this Code of Conduct and are under strict supervision by Isores.

Isores selects only Suppliers, Contractors and Sub-contractors who operate with full compliance of in force laws with references to labor, safety, environment and fiscality.

### 5.3 Environment

Our production activities are managed in full compliance with environmental in force laws with regard to the chemical substances, emissions in atmosphere, and risks evaluations of our activities and risks of fire.

Isores promotes and fosters a culture of environmental protection and prevention of pollution towards our own Employees, Contractors and Sub-contractor enhances their awareness of risks and promoting responsible behavior with regard to saving of energy, wastes reduction, recycling and compliance to eco-sustainability policies.

## 6. Relationships with our Partners

### 6.1 Our Human Resources

Isores does believe people come first as they are the key factor of any success, within a framework of loyalty and mutual trust.

All our employees are hired on regular basis and in full compliance with unions regulations, social security, tax and insurance regulations.

Isores promotes the continuous improvement of the professionalism of its employees, also and above all through the implementation of training and information initiatives aimed at pursuing quality and safety standard objectives, which are constantly monitored and verified.

Any form of discrimination based on gender, religion, sexual and political preferences and attitudes is strictly prohibited.

## 6.2 Health and safety

Isores guarantees the physical and moral integrity of our collaborators, working conditions that respect individual dignity and safe and healthy working environments, in full compliance with current legislation on prevention and protection of workers in the workplace.

To this end, Isores constantly monitors and updates its Risk Assessment Document (DVR).

## **Implementation procedures**

### 7.1 Prevention

Isores carries out its activity following technical, organizational and economic criteria and conditions in order to guarantee adequate accidents prevention as well as a healthy and safe working environment.

Isores is committed to spreading and consolidating a culture of safety among all our Partners and Subcontractors, developing risk awareness and promoting responsible behavior by all and committing not to grant and/or terminate subcontracts to third parties who behave inappropriately that violate the obligations regulations in health and safety.

### 7.2 Controls

All interested parties, internal and external, are required to report verbally or in writing (with respect to the nature of the violation) and in a non-anonymous form any non-compliance with this Code and any request for violation of the same.

### 7.3 Sanctions

A serious and persistent violation of the rules of our Code of Conduct by its recipients damages the relationship of trust established with Isores and leads to the imposition of disciplinary sanctions, compensation for damages and, in cases of serious non-compliance, termination of the employment relationship.

For the purposes of this Code, the term “serious non-compliance” identifies all those persistent behaviors of violation from which sanctions arise against the company or damage to its image.

With respect to our Employees, compliance with the rules of our Code of Conduct is an essential part of the contractual obligations pursuant to and for the purposes of Articles 2104, 2105 and 2106 of the Civil Code; the sanction system must comply with the provisions of Law No. 300 of 20 May 1970 and with our unions contract.

Consultants, external Collaborators and any other Person who enters into a relationship with Isores must assume as a contractual obligation the respect of the provisions of this Code of Ethics.

Boffalora d’Adda 30 Settembre 2024

Giovanna Flora Dossena

President