

To make its choices, Renner Italia is inspired by the full satisfaction of the customer and defines as follows the leading criteria that govern its activities:

1. Collaborating with the Customer to identify the real needs
2. Responding positively and promptly to the changing market demands
3. Interacting with the Customer according to clarity, efficiency, reliability and courtesy criteria, without renouncing coherence and economic management
4. Monitoring processes and customer satisfaction
5. Availing itself of carefully selected suppliers who are able to respond to business needs with flexibility
6. To ensure the achievement of the expected result from the performance, it continuously monitors and evaluates its suppliers
7. Respecting scrupulously the regulatory framework with particular reference to workplace safety
8. Guaranteeing the best professionalism and commitment
9. Reducing potential disruptions resulting from non-quality
10. Performing the periodic Re-examination of the system to verify and plan company's strategies, commitments, objectives and enhancement of human resources
11. Paying the utmost attention to:
 - using the equipment of the highest technical level
 - using new technologies
 - improving the working methods to guarantee the best efficiency and safety
12. Maintaining a high level of responsibility of all operators at all levels through a constant involvement, based on planned information and training activities
13. Placing and maintaining the corporate image at the highest levels on the market
14. Organising Health and Safety at work in an organised way, basing activities on a strict compliance with mandatory regulations and implementing a prevention policy aimed at its continuous improvement, to achieve increasingly higher standards of health and safety. To this end, each part of the structure is committed to applying and implementing the working methods, which guarantee full compliance with the regulations and strategic purposes in terms of health and safety at work. Health and safety purposes are an integral part of the institutional ones of the organisation, like the economic purposes of the company. Responsibility for the management of health and safety at work is entrusted to all employees, in relation to their role, functions and tasks. The Management commits itself for its own units to develop suitable methods for raising awareness, involvement, consultation and training of all personnel, in terms of Safety at Work and Environmental Safety. With special reference to those who mostly get positions of responsibility. Safety and health purposes are also taken into consideration with reference to relationships with customers, suppliers and contractors from the moment of their selection. To achieve these purposes, Renner Italia commits to providing adequate human, professional, instrumental and economic resources. The General Management commits to periodically reviewing the policy and the Management System, also in terms of Health and Safety at work, based in particular on the reports prepared by the body of internal auditors.

In addition, the organisation is committed to a continuous protection of the environment, implemented through:

- actions and processes befitting the corporate purposes and attentive to environmental impacts
- the continuous improvement of the system and its performances, with particular reference to the prevention of pollution
- compliance with the applicable legal requirements and other signed requirements, which concern their environmental aspects
- a framework to establish and review environmental purposes and goals
- the awareness-raising activity of all the people who work for the organisation or on its behalf so that they are aware of their commitments and responsibilities in safeguarding the environment

The Direction promotes the diffusion of decisions taken with respect to all the staff, making sure that people understand, share and implement them at all levels.

The implementation of the contents of the Integrated Corporate Policy is not the task of some, but of all of us; each one within the scope of his / her duties must take an active part in implementing the recommendations of the management for the achievement of the prefixed purposes.