Integrated Policy of Lattanzio Group

The management of each Lattanzio Group company adopts this Policy as the reference for its Integrated Management System and for setting annual objectives (Objectives Plan, Annex 1 to the Manual). For Lattanzio KIBS, the Policy is consistent with its common benefit purposes as a Benefit Corporation.

Common commitments

- comply with laws, regulations, customer requirements and other obligations undertaken;
- continually improve the Integrated Management System, with measurable objectives;
- assess risks and opportunities based on the context and the expectations of interested parties;
- ensure adequate resources, competence and training.

Customers and service quality

ISO 9001 — LKIBS ELS LSQE

- understand the needs of public and private customers and translate them into clear requirements;
- deliver compliant and accessible services and products within the agreed timeframes;
- measure customer satisfaction and treat complaints as opportunities for improvement.

People, human rights and working conditions

SA8000 — LKIBS ELS ~~LSQE~~

- exclude child and forced labour; respect freedom of association and collective bargaining;
- ensure working hours, pay and disciplinary practices that comply with the law and the collective agreement;
- provide confidential reporting channels, free from retaliation, and extend these principles to the supply chain.

Gender equality, diversity and inclusion

UNI/PDR 125 — LKIBS ELS ~~LSQE~~

- prevent all forms of discrimination and harassment;
- ensure equal opportunities in recruitment, career development and pay; support parenthood and work-life balance;
- value diversity as a driver of project quality (ISO 30415) LKIBS.

Occupational health and safety

ISO 45001 — LKIBS ELS LSQE

- eliminate hazards and reduce risks, including psychosocial risks, in the office, when travelling and during events;
- consult and involve workers; ensure training, information and health surveillance.

Environment and climate

ISO 14001 — LKIBS ELS LSQE

- prevent pollution and use energy, paper and materials efficiently;
- manage waste properly, favour lower-impact purchases and reduce the impacts of travel;
- take climate change into account in risk assessment.

Information security, data and artificial intelligence

ISO/IEC 27001 · 27017 · 27018 · 27701 · GDPR — LKIBS ELS LSQE

- protect the confidentiality, integrity and availability of information;
- process personal data in compliance with the GDPR, applying privacy by design and by default;
- use cloud services and artificial intelligence securely and responsibly.

Sustainable events

ISO 20121 — LKIBS ~~ELS~~ ~~LSQE~~

- design events according to the principles of inclusivity, integrity, stewardship and transparency;
- select venues and suppliers using environmental, social and accessibility criteria.

Ethics, legality and transparency

CODE OF ETHICS · 231 MODEL · WHISTLEBLOWING — LKIBS ELS LSQE

- act in line with the Code of Ethics and, for Lattanzio KIBS, the 231 Organisational Model and the whistleblowing channel;
- prevent corruption and conflicts of interest in dealings with public administrations and suppliers;
- support the principles of the United Nations Global Compact and the Women's Empowerment Principles LKIBS.

Key: LKIBS = Lattanzio KIBS · ELS = eXact learning solutions · LSQE = Lattanzio SQE (black = applies; struck through = does not apply)