



THE A2A GROUP'S QUALITY, ENVIRONMENT AND SAFETY POLICY

The A2A Group, which is active in environmental and water services sector and in the production, distribution and sale of electricity, gas and heating, is committed to improve its standards and provide the best possible service to clients, communities and local areas.

In order to achieve this, the Group strives to operate in a way that complies with the best practices relating to quality, the environment and safety, not to mention the health and safety of workers and citizens in the communities in which operates.



Aiming at a continuous improvement, the A2A Group is committed to guaranteeing:

Development

To increase business activities and strengthen the local identity by engaging with clients, suppliers, workers, institutions, local communities and all other stakeholders, promoting common objectives relating to safety, sustainable development, environmental protection, transparency and efficiency as regards services provided.

Compliance

Ensuring that all business activities comply with the main applicable regulatory framework and fulfil commitments made to stakeholders, with the awareness that, being able to react and adapt quickly to regulatory changes constitutes a competitive advantage.

Protection and Prevention

To protect the environment and the health and safety of internal and external collaborators through a process designed to systematically identify potential risks, assess their consequences and mitigate these risks through preventative measures and adoption of clear health and safety protocols, even as a way of preventing occupational illness and injuries. To contain atmospheric pollution, water pollution, noise pollution and soil pollution, to reduce impacts on climate change, to optimise the use of natural resources and natural energy, to protect biodiversity and to maximise waste reuse and recycling.

Innovation

Improving processes, technology and working methods in order to optimise performance in the fields of environment and safety, and to exploit research and development activities by sharing know how and best practices within the Group.

Resources

To ensure that all workers have the necessary skills to fulfil their assigned role, to boost professional skills through tailored training and development programmes, and to raise awareness among workers so that they may become promoters of their own safety and of their colleagues, as well as guarantors of the environment in which they operate.

The A2A Group intends to keep the leading role in the sectors in which it operates while adhering to the above commitments, its organisational models, its code of ethics and the company values.

April 2018

CEO

A handwritten signature in black ink, appearing to be 'W. ...', located at the bottom right of the page.