



*Group's
Global Quality Policy*

Approved by the Board of Directors of PLC S.p.A. held on 26/11/2018

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1 Introduction

The PLC Group is a multinational organization that operates in several countries around the world.

Aware of the importance of Quality in its business and field of activity, synthesis of cutting-edge technology and excellence of service and product offered, **the PLC Group ensures its constant implementation** in the performance of all activities and in every geographical area.

As a concrete implementation of its commitment in this area, the PLC Group has adopted this "Global Quality" Policy, which defines the values that inspire it to achieve its objectives and the relevant principles in the conduct of its activities.

The companies of the PLC Group are currently in possession of the following certifications: PLC System S.r.l. PLC Service S.r.l. and PLC Service Wind S.r.l. have obtained **ISO 9001:2015, BS OHSAS 18001:2007, ISO 14001:2015** certification; in addition, PLC System is also qualified to carry out public works **OG9 class VIII OG10 class VI and Qualification of supplier/contractor Terna LESC02.**

The certifications obtained by the companies belonging to the PLC Group testify the achievement of the highest quality standards for the products and services offered.

These prestigious national and international awards qualify the entire activity of the PLC Group as a leading company in the field of design, assembly, installation, testing, operation and maintenance of HV/MV/LV systems, including renewable energy systems.

As further confirmation of its commitment to Quality, with the introduction of this Policy, **the PLC Group intends to strengthen its controls**, with the aim of further raising the awareness of the Recipients of the principles, rules and behaviours that must be observed within their functions and responsibilities.

1.1 Purposes

The purposes of this Policy are:

- to explain **the PLC Group's commitment** to the constant **implementation of Quality**;
- to define the principles **to be inspired by in order to achieve the objectives and principles relevant to the conduct of activities in order to guarantee the Quality standards** of the PLC Group;
- to clearly communicate **the Quality principles** to both internal and external Recipients;
- to bring to the **attention** of all Recipients within the PLC Group, the **content of this Policy** and the **obligations** deriving from it, also through specific **training initiatives**.

1.2 Scope and reception

The approval of this Policy is under the responsibility of the Board of Directors of PLC S.p.A. and applies immediately to all Recipients.

This Policy is mandatory for PLC S.p.A. and for the companies of the PLC Group, which implement it by means of a resolution of the Administrative Body.

2 Definitions, abbreviations and acronyms

In this Policy, the following terms and expressions have the meanings set out below:

Recipients	The members of the administrative and control bodies (e.g. Board of Directors, Board of Statutory Auditors), as well as employees, collaborators and all those who operate, in Italy and abroad, in the name of or on behalf of the PLC Group
Legislative Decree 231/01	Italian Legislative Decree no. 231 of 8 June 2001 ("Rules governing the administrative liability of legal persons, companies and associations, including those without legal personality, pursuant to Article 11 of Law no. 300 of 29 September 2000") and subsequent amendments and additions
PLC Group	PLC S.p.A. and the companies of the PLC Group
Model 231	Organisation, Management and Control Model adopted pursuant to Legislative Decree 231/01
Supervisory Body (OdV)	This means the body with responsibility for controlling and supervising the effectiveness and adequacy of the Model 231

3 General principles of reference and principles of conduct

The PLC Group places Quality at the base of its business and ensures its implementation through:

- **anticipating and satisfying the different expectations** of our internal and external *stakeholders*, all over the world, benefiting from the high competence and professionalism of our people and from the multiculturalism that characterises the PLC Group;
- **the safety, reliability and high performance** of the products and services offered, in compliance with current legislation and the most advanced national and international standards applicable;
- **the continuous evolution and innovation** of products, services, processes and systems with a view to excellence, to ensure a full *customer delight*;
- **the promotion** towards the internal and external community of our corporate culture oriented towards Quality and ethics, spread through constant and targeted communication, training and motivation of our *stakeholders*;
- **constant dialogue, prompt response and collaboration** with our suppliers and customers, considered strategic *partners* with a view to shared development and satisfaction of market and customer expectations;
- **the protection of health, safety and well-being** at work and the protection of the environment throughout the product's life cycle.

The PLC Group's quality standards are implemented through a "total" Quality management model that is structured, dynamic and aimed at preventing risks and unwanted effects, taking advantage of development opportunities and measuring the actual achievement of the objectives set, with a view to continuous and sustainable improvement. The management plays a strategic role in the full implementation of this Policy,

ensuring the involvement of all Recipients, and makes use of the constant monitoring of the Health, Safety, Environment and Quality distribution Function of the PLC Group.

4 Training of the Global Quality Policy

The PLC Group promotes the knowledge of this Policy to all personnel of the PLC Group, who are therefore required to comply with it within the scope of their functions and responsibilities.

In particular, the promotion of knowledge takes place through the inclusion of the Policy in the corporate intranet of PLC S.p.A. and each PLC Group Company.

The PLC Group also promotes training initiatives for internal Recipients on the principles of this Policy.

5 Reports of violations and absence of retaliation

The PLC Group encourages compliance with the principles contained in this Policy and asks the Recipients of this Policy to **report** any violation (or reasonable suspicion of violation) of this Policy **without delay**.

The PLC Group provides Recipients with suitable communication channels (including whistleblowing) to ensure the reception and management of detailed reports of significant conduct based on precise and consistent factual elements and the protection of the reporter in line with current legislation. These channels for the Italian companies of the PLC Group are available in the General Part of the Model 231 adopted by the same companies and published on the institutional website.

The Supervisory Body of each PLC Group company is responsible for receiving and managing reports.