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Date: 15.02.2023	N°Rev.: 05	DEMAGLENKO BUSINESS POLICY		
	EBFO DML	(Quality, Environment, Health and Safety Management)		

DEMAGLENKO is one of the world market leaders in design, production, assembly, commissioning, service and maintenance of snowmaking systems with the aim to consolidate leadership in traditional markets as well developing and increasing market share on new markets.

DEMAGLENKO's mission is to offer a complete project planning and a full range of products and services that effectively turn a skiing resort into a paradise of powdered slopes. **DEMAGLENKO** achieves this by providing its Customers in-house built products perfected through years of experience and innovation in combination with a very competent service force. Through constant innovation and passion for perfect snow, **DEMAGLENKO** sets new standards and lead the development of technological snowmaking.

The Management of **DEMAGLENKO** is committed to establish a suitable business culture on "process approach" and "risk-based thinking" founded on the following goals and on Company's Code of Ethics:

- **Customer Satisfaction**

- The requirements and wishes of Clients are carefully considered through close relationship and partnership between marketing, quality, product development, customer service and the key interested parties, as well by surveys and market analysis.
- The products of **DEMAGLENKO** are delivered on time, fulfilling agreed scope and respecting budgets. Tailor-made projects to fulfill all individual needs, Customer's partnership from the first stage of planning over the whole lifecycle of installations, full-maintenance service contract to guarantee highly efficient snowmaking systems are relevant parts of **DEMAGLENKO** offer.

- **Continuous Improvement**

- The design of the products **DEMAGLENKO** is continuously improved on the base of the requirements and wishes of Clients and in consideration of experience, new material, progress in technical design and manufacturing technology, failure, value analysis and cost efficiency, reduction of noise and energy consumption, life cycle approach and easy operation and maintenance.
- **DEMAGLENKO** products and processes are continuously improved to achieve the highest standards of efficiency, quality, health and safety and environmental protection; this is promoted internally and externally (partners and suppliers). Risks and opportunities that can affect products and processes shall be assessed, handled and re-assessed.

- **Risk Management**


- **DEMAGLENKO** considers internal and external influences, which are relevant to its strategic direction and might affect achievement of defined objectives.
- Identification of interested parties is relevant due to the effects or potential effects on the Company's ability to consistently provide products and services that meet Customer requirements and legal requirements.

- **Employees orientation**

- Professional development, excellent working conditions, internationality and active involvement of collaborators will contribute to the success. Compatibility of family and work life is a major concern.
- **DEMAGLENKO** is committed to provide a wide range of on-the-job learning and training opportunities. Committed employees find potential for development and fulfillment at **DEMAGLENKO**.

- **Health safety and environment**

- Activities and products are in accordance with all applicable laws and regulations as well the rules and provisions contained in the latest version of the Company's Code of Ethics.
- **DEMAGLENKO** proactively strives to provide a healthy and safe working environment and to ensure the top level of protection and preservation of the environment and of its assets.
- **DEMAGLENKO** is committed to promote a zero-accident culture and takes all reasonable measures to access and control the potential risks of its operations. Safety of the employees has highest priority. The management of Health & Safety is oriented to eliminate or mitigate risks in order to prevent occupational injuries and illnesses, to avoid industrial accidents and to protect the people. The certification of Demaclenko according to ISO 45001 in 2022 underlines the commitment towards a zero accidents policy.
- **DEMAGLENKO** is committed to protect the environment and moving towards sustainable development by controlling its environmental aspects, prevent any possible contamination and minimize the environmental impacts of its activities and where possible of the entire cycle of products. In this perspective environmental footprint reduction of products from the supply chain is also a goal.
- **DEMAGLENKO** is committed to improve continuously the energy efficiency of its products and systems, in order to achieve 100% efficiency improvement of snow generators within the last 20 years.
- **DEMAGLENKO** is committed to provide and maintain effective ways of consultation and open channels of communication with employees and interested parties.

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All employees and other third parties acting on behalf or working for **DEMAGLENKO** shall:

1. contribute to the achievement of the Company's goals,
2. continuously endeavor to improve their own performance and contribute to continuous improvement of the performance of the whole Company,
3. comply with the Company's business processes, principles, style and values,
4. strictly apply and respect all applicable laws and regulations, rules and instructions as well as the provisions contained in the last version of company's Code of Ethics and in the organizational model.

This Business Policy, annually assessed, together with the Code of Ethics are part of the Integrated Management System of **DEMAGLENKO** and is communicated to all employees and organizations working for or on **DEMAGLENKO** behalf through the publication on the intranet and the website.

Sterzing, february 2023