QUALITY, HEALTH AND SAFETY, ENVIROMENTAL CORPORATE POLICY

MAPEI believes that Quality, Health and Safety compliance, Environmental's Respect and Sustainability, Innovation, Competitiveness and Social Responsibility represent the key elements of a Company's Success.

These values are essential in building confidence and in distinguishing a Company in its commitment to offer products and services that contribute to improving the quality of life.

MAPEI further aims to improve and consolidate its position as global leader in the development, production, marketing and technical assistance of chemical products and systems solutions for building and industry.

In order to achieve this goal, with long-lasting and sustainable results, the Board of Directors has defined the QHSE Policy described in the following principles, which must be applied into the Group Companies, also with Management Systems that meet ISO 9001, 14001 and 45001 standard requirements.

QUALITY CULTURE AND ORIENTATION, ATTENTION TO THE SATISFACTION AND NEEDS OF CUSTOMERS AND STAKEHOLDERS

- To know, interpret and meet the needs of internal and external customers and stakeholders.
- To consider as key indicators of our success the satisfaction, esteem and loyalty of customers and stakeholders to our company and our products.
- Developing and maintaining relationships of solid and constructive collaboration with suppliers, customers, operators, trade associations, trade unions, local communities, scientific and technical institutions, etc. in order to establish mutual benefits.
- Communicate our Policy using information activities, training sessions and awareness campaigns to employees, unions, customers, suppliers and where appropriate any other company stakeholders.

HEALTH AND SAFETY CULTURE

- Safeguarding the health and safety of employees and stakeholders is a key duty for the company's long-term success, which is pursued with steady resources investment, improving the performance of processes and products in compliance with mandatory and voluntary standards and relevant legislation.
- Promote regulatory compliance and legislation and where possible, enforce continuous improvement of its management and performance;
- Develop and implement a safety and health management system in support of preventing injury and ill health by managing health and safety risks.
- Improvement of safe behavior by working on the safety culture in all Group Companies

RESPONSIBILITY TOWARDS THE ENVIRONMENT AND COMMUNITY

- Safeguarding natural resources throughout the life cycle of our products and planning activities aimed at environmental sustainability and social responsibility.
- Develop and implement an environmental management system in support of pollution prevention, minimization of environmental impacts and effective use of resources with regards to its activities, products and services in compliance with law.
- Minimize the use of raw materials that are dangerous to humans and the environment, focusing on eco-friendly ingredients and avoiding highly toxic materials.
- Measure and document performance using life cycle assessment methodology, environmental product declarations and sustainability reports

COMMITMENT TO IMPROVEMENT AND INNOVATION

- To anticipate market developments, being always at the forefront.
- To integrate into the business culture the aptitude for improvement, understood as the development of knowledge and skills of employees and as innovation of products and services.
- To provide information and training activities for staff, operators and customers.

FOCUS ON PROCESSES, GOALS AND RESULTS

- To manage the processes based on the PDCA (Plan, Do, Check, Act) approach and evaluate their adequacy in order to ensure the achievement of the goals with an efficient use of resources.
- To take decisions based on analysis and evaluation of data and information on market situation, performance of processes and products.

GROWTH AND INVOLVEMENT OF STAFF

- Training, engaging and qualifying employees able to work autonomously and responsibly, at the same time encouraging collaboration between colleagues to strengthen the "team spirit", with the aim of creating value for the company and for customers.
- Engage and consult with workers on day-to-day health and safety conditions.

BEHAVIOR CONSISTENT WITH THE ETHICAL CODE

- Respect the principles expressed in the Ethical Code, which constitutes the "charter of value" of the Group, to which all employees should refer to conduct activities and relationships with stakeholders (customers, suppliers, consultants, public administration, employees, etc.).
- Operate in accordance with these principles in all countries in which the company's business is conducted and extending these principles throughout our Supply Chain.

Milan, November 09th 2020

HQ Director
Marco Squinzi

HQ Director
Veronica Squinzi